

Customers Honor American Airlines with APEX Five Star Rating for Fourth Consecutive Year

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FORT WORTH, Texas — Customers have spoken, and American Airlines has won the prestigious Five Star rating in The APEX Official Airline Ratings™, Global Airline category for the fourth consecutive year. The award is based on customer feedback on their overall travel experience. Airline Passenger Experience Association (APEX) is a global nonprofit and one of the world's largest international airline associations.

“We are incredibly thankful for our customers and proud to be recognized for the fourth consecutive year with the Five Star rating,” said Clarissa Sebastian, Managing Director of Premium Customer Experience and Onboard Products. “The honor is a testament to the hard work of our team and the investment we’ve made in products and services that offer ease and enjoyment throughout the travel journey.”

The APEX Official Airline Ratings™ were created based on neutral, third-party passenger feedback and insights gathered through APEX's partnership with [TriplIt® from Concur®](#), the world's highest-rated travel-organizing app. For the 2022 awards, passengers rated nearly one million flights across more than 600 airlines from around the world using a five-star scale. The APEX Official Airline Ratings™ were independently certified by a professional external auditing company.

American elevates the customer experience at every touchpoint, from booking to takeoff and more. To help customers plan, prepare and travel with confidence, American's **Prepared for the Air** resources and Ready to Fly checklist offer customers a full suite of tools. Once at the airport, there are several ways for customers to unwind. **Flagship Lounges** began reopening in September 2021, offering a luxurious setting for eligible customers to enjoy new menus designed by local James Beard Foundation chefs, personalized service, specialty cocktails and premium wines. American has also reopened its Admirals Club lounges in all U.S. and select international locations.

Once in the air, American gives customers more entertainment choices to enhance their travel experience thanks to an exclusive partnership with Rosetta Stone and Skillshare, making American the first U.S. airline to tap into online/remote learning from 35,000 feet. American's free wireless entertainment provides live TV and more than 600 movies and TV shows streaming to customer devices inflight. American offers customers the fastest Wi-Fi on more aircraft than any other U.S. carrier.

AMERICAN TAKES HOME MORE
HARDWARE

Earlier this month, American took home multiple awards thanks to readers of The Points Guy. The TPG Readers Choice Awards honor companies that have demonstrated excellence in travel, loyalty and credit cards. American was selected as the best premium credit card in the business and the Citi® AAdvantage® Platinum Select World Elite Mastercard as the best airline co-branded credit card. AAdvantage® also won best U.S. airline loyalty program, and the Admirals Club lounges took home the best domestic lounge network award.

About American Airlines Group

American's purpose is to care for people on life's journey. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL and the company's stock is included in the S&P 500. Learn more about what's happening at American by visiting news.aa.com and connect with American on Twitter [@AmericanAir](https://twitter.com/AmericanAir) and at Facebook.com/AmericanAirlines.