



NEWS RELEASE

American Airlines Customer Service team members ratify new agreement

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FORT WORTH, Texas — American’s nearly 15,000 Customer Service team members across airports, Premium Guest Services and Reservations, represented by the CWA-IBT, today ratified a new five-year agreement with the company. The new contract includes significant improvements in pay, benefits and quality of life provisions important to American’s team.

“We are pleased to reach a new agreement with the CWA-IBT that ensures our Customer Service team members are paid well and provides the improvements that matter most to our team,” said American’s CEO Robert Isom. “I’m grateful for both the company and CWA-IBT negotiating teams who delivered on this shared commitment of taking care of our team. Our Customer Service team members go above and beyond to care for our customers every day and this is a contract they’ve earned.”

About American Airlines Group

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 [@AmericanAir](https://twitter.com/AmericanAir) and at Facebook.com/AmericanAirlines.