



NEWS RELEASE

# A new digital experience: American gives customers more timely flight information

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FORT WORTH, Texas — American Airlines operates nearly 7,000 flights every day, connecting 700,000 customers to the people and places that matter most. With a global network, travel plans can occasionally be disrupted by factors like weather, air traffic control or an aircraft that needs unscheduled maintenance. That's why American is further enhancing the travel experience with a smarter digital platform that gives customers clear explanations when flights are delayed or canceled.

Starting today, and rolling out to customers over the course of the month, the airline will introduce easy-to-understand delay and cancellation reasons directly within its mobile app and on aa.com — transforming moments of uncertainty into moments of clarity.

"Enhancing the digital experience is a priority for the team at American," said American's Chief Customer Officer Heather Garboden. "By pairing self-service tools with explanations, we give customers greater transparency and more control throughout their journey, because we believe clarity builds confidence, especially during travel disruptions."

The new feature builds on American's recently **enhanced disruption platform**, which brings together the tools customers need to manage unexpected changes to their travel plans in one place. When a qualifying delay, cancellation or at-risk connection occurs, customers can quickly understand what's happening and take action — all within the same intuitive experience.

Giving customers the "why"



When flights are disrupted, customers want more than a status update — they want context.

Whether it's a delay due to weather and other external factors, or something within the airline's control, American will reassure customers that teams are actively working to get them on their way, providing context and rebooking options — and vouchers, when applicable.

New app alerts provide clear explanations during travel disruptions.

Designed to elevate the travel journey

In addition to seeing delay and cancellation reasons on the mobile app and aa.com, customers will also begin to receive tailored push notifications, emails and text messages this month, ensuring communications are timely, relevant and informative.

Behind the scenes, American's systems translate operational complexity into clear, customer-friendly messaging — helping customers understand what's happening and what to do next.

Turning information into action

These new explanations appear alongside American's actionable disruption platform, allowing customers to immediately choose their next step.

From the disruption platform, customers can:

- Rebook onto another flight
- Track checked bags
- Access eligible hotel, meal or transportation vouchers
- View updated departure times for other flights

Instead of searching across multiple channels, customers can quickly understand the situation and resolve it in just a few taps.

When disruptions occur, American's actionable disruption platform allows customers to immediately choose their next step.

American's disruption platform is available when customers are experiencing a qualifying disruption — including long delays, at-risk connections, misconnections or cancellations.

A smarter mobile app for the travel journey

The experience is powered by American's enhanced mobile app, designed to serve as a digital travel companion throughout the journey.

The app's redesigned home screen highlights real-time trip details and provides direct access to the tools customers rely on most during their travel day — from boarding passes, flight status updates and disruption support.

When disruptions occur, the centralized disruption platform appears directly on the home screen, and this month will begin to appear within the flight reservation on the app, allowing customers to quickly and efficiently review delay and cancellation explanations and select rebooking options.

The mobile app also offers:

- Real-time flight updates and gate information
- Live boarding passes and day-of-travel notifications
- Seamless access to rebooking and disruption support
- Integrated bag tracking for checked luggage

By bringing essential information and services together in one place, while combining transparency, automation and thoughtful digital design, American continues to modernize the travel journey, reducing friction and making it easier for customers to stay informed and keep their journey moving forward.

Because even when plans change, confidence shouldn't.

About American Airlines Group (NASDAQ: AAL)

American Airlines is a premium global airline connecting more of the U.S. to the world. With roots tracing back to an air mail carrier in the Midwestern United States in 1926, American now operates more than 6,000 daily flights to more than 350 destinations in more than 60 countries and serves more than 200 million customers annually. Powered by a proud and talented team of 130,000 aviation professionals, American's team lives out the airline's purpose of caring for people on life's journey every day.

The world's largest airline proudly celebrates its centennial year in 2026, reaching a milestone that reflects a century of innovation and the Forever Forward<sup>SM</sup> spirit that changed the industry and the world. American introduced the first scheduled air cargo service, the first airport lounge and the first airline loyalty program and continues to reinvent the customer experience today. The airline is also a founding member of the oneworld alliance, whose members serve more than 900 destinations around the globe.

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