

Dear Valued Partner

American Global Sales Update



Today, American Airlines thanks our loyal AAdvantage members for their commitment by extending status and lowering elite qualifications for 2020. Our AAdvantage members are among our most valued customers, and we want you to know how much we appreciate your business.

As you experience reduced travel opportunities due to the coronavirus, we're doing all we can to ensure our members receive all the benefits of status on future travel with us — when the time is right.

Over the next few weeks we are making several changes:

Automatically extending elite status

We'll automatically extend any elite status until January 31, 2022. Members will continue to enjoy all the benefits that come with their status. We will also extend the expiration date for any available systemwide upgrades in an account until July 31, 2021.

Elite status earned through AirPass contracts will maintain their current expiration. For customers interested in extending their AirPass

contract, or have concerns about unused funds, may contact AirPass customer service for available options.

Lowering elite qualification requirements

Travelers will be able to requalify for status more easily in 2020 with lower Elite Qualifying Dollar (EQD), Elite Qualifying Mile (EQM) and Elite Qualifying Segment (EQS) requirements. Visit [aa.com/programupdates](https://www.aa.com/programupdates) to learn more.

American Airlines Vacations credit

Elite members will also receive a special credit up to \$400 to use toward an American Airlines Vacations package, giving customers something to look forward to when travel resumes. Customers can receive the credit when they call American Airlines Vacations to book a trip. Members can learn more by visiting [aa.com](https://www.aa.com)

Waived award reinstatement fees for travel

We are also giving members more flexibility with waived reinstatement and change charges for awards booked by May 31, 2020 for travel through September 30, 2020.

You're behind every decision we make at American Airlines. We appreciate your support and do not take your business for granted. For additional information about our response to COVID-19, please ask your Account Manager or visit our [Newsroom](#).

We hope these changes demonstrate our commitment to you and your travelers. We value your partnership.

Sincerely,

Andreea Croitoru
Accounts Sales Manager Dubai & NE
American Airlines

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