

American Airlines Trials App to Make International Travel Readiness Easier for Customers

11/12/2020

FORT WORTH, Texas — American Airlines will begin offering customers a mobile app to make travel to international destinations easier. The mobile wellness wallet solution called VeriFLY, from the identity assurance leader Daon, will help travelers easily understand coronavirus (COVID-19) testing and documentation requirements for their destination and streamline airport check-in through a digital verification to ensure that customers have completed the requirements.

- Beginning this month, American will offer customers a mobile app trial to streamline travel requirements due to COVID-19 restrictions.
- The trial will launch for flights from American's hub in Miami (MIA) to Jamaica.

FORT WORTH, Texas — American Airlines will begin offering customers a mobile app to make travel to international destinations easier. The mobile wellness wallet solution called VeriFLY, from the identity assurance leader Daon, will help travelers easily understand coronavirus (COVID-19) testing and documentation requirements for their destination and streamline airport check-in through a digital verification to ensure that customers have completed the requirements.

"Piloting this new solution is a direct response to our customers' increasing desire to explore more international travel opportunities," said Robert Isom, President of American Airlines. "The app will help us deliver a more seamless travel experience as we support demand return and put customers' minds at ease that they are fully prepared for their trip."

APP TRIAL SIMPLIFIES

VERIFICATION OF TEST RESULTS

American is partnering with Daon to launch the VeriFLY mobile wellness wallet solution to help make testing verification more convenient. Customers traveling to Montego Bay (MBJ) and Kingston (KIN), Jamaica, from or connecting through Miami (MIA) will have the opportunity to test the new solution at no cost by creating a secure profile and confirming details for their trip beginning Nov. 18.

“Daon is honored to collaborate with American Airlines in the pursuit of a faster, safer, more seamless customer travel experience,” said Tom Grissen, CEO of Daon. “By leveraging our more than two decades of expertise, American Airlines customers will have immediate access to the most powerful and trusted identity technology on the market.”

Prior to travel:

After creating a secure profile on their mobile device, customers will be prompted to confirm details for their trip including:

- Their flight information.
- A negative COVID-19 test that fulfills their destination's requirements.
- Any required documentation for travel to their destination based upon requirements published at that time.

As travelers verify each required element for travel, the app verifies that the customer's data matches a country's requirements and displays a simple pass or fail message. This simple message will streamline the check-in and documentation verification process at the airport before departure. The app also provides travelers with reminders when their travel window is coming to a close or once their credential has expired.

Day of travel:

Upon arrival at MIA on day of travel, customers utilizing the VeriFLY app will be provided an expedited entry lane for testing verification in the North Terminal. They will be required to simply show their approved “pass” validation on the app.

Customers will be required to follow all rules and regulations for health and safety verification in their arrival countries. American is working with multiple countries to streamline the process even further and incorporate the VeriFLY app at destination airports so that customers have an expedited verification process on both ends of the travel journey.

The airline plans to expand the program to additional markets in the weeks and months ahead. Daon has stated that VeriFLY stores travelers' information in a secure manner.

American's Clean Commitment

American's preflight testing program serves as a key element of the airline's **Clean Commitment**, a multifaceted approach to giving customers peace of mind when they travel. American has also launched a **travel tool**, powered by Sherpa, to make travel planning easier for customers who are eager to reconnect with the people and places that matter most.

About VeriFLY by Daon

VeriFLY is a mobile wellness wallet that allows real-time verification of COVID-related credentials, such as diagnostic lab test results, right on your smartphone. Simple to use but powerful in scale, VeriFLY is built on Daon's award-winning identity assurance technology that performs 100M+ authentications each day for iconic companies around the world.

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.

