

Enhanced AirPass Platform Brings Travel Advisors More Power to Manage Bookings

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FORT WORTH, Texas — Beginning Sept. 1, agency partners will have more control over their customers' American Airlines tickets than ever before through a new AirPass account management platform. Advisors will now be able to make real-time decisions for customers through updates, including enhanced fare transparency, full itinerary visibility and control of ticket from the time of booking to destination arrival through the new online tool.

"We're proud to offer the advisor community these new capabilities for managing AirPass based on their input over the last couple years," said Kyle Mabry, Global Head of Leisure Sales for American. "While the average user will continue to leverage the program as before, this additional transparency and control over booking will help agencies serve customers more seamlessly."

This new platform, available at airpass.aa.com is the industry's first pre-paid travel membership program to equip users with online account setup in less than one day. AirPass now streamlines new member enrollment and provides approved accounts with login credentials and booking access within 24 hours.

Additional improvements include real-time account balance displays after booking a ticket, rather than debiting the account after travel is complete, and the future ability to purchase tickets with American's partners.

"This re-platforming reflects our commitment to leverage technology in any way possible to improve the customer experience," said Poonam Mohan, Vice President of Corporate Technology for American. "That commitment stands not just for the end customer who flies on our planes, but also to our industry partners who leverage our tools."

AirPass provides members with an elevated travel experience including fixed-rate fares, no change or cancellation

fees, instant AAdvantage® elite status, complimentary Admirals Club® membership, instant upgrades, Priority check-in and boarding, companion benefits, inflight amenities and more.

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