

# What customers should know about the Boeing 737 MAX



## Safety guides every decision we make.

It is with this unequivocal standard that we will return the 737 MAX to service beginning December 29, 2020.

## Every American plane in the air is safe.

-  **An American Airlines pilot would never operate an unsafe aircraft.** Our pilots are highly-trained and the best in the industry.
-  **We are investing in extensive training.** Our pilots will complete the FAA-approved programs, including rigorous simulator training, computer-based training and classroom briefings.
-  **Our 737 MAX aircraft have been maintained by the best in the business.** Our Tech Ops team has kept these aircraft in excellent condition as part of a comprehensive storage program.
-  **We worked closely with the FAA and Boeing,** in addition to our union leaders and their safety teams. American, the APA, APA's Ad Hoc Return to Service Committee and the APFA have worked in lockstep to return the 737 MAX safely back to service.

## Safety is our No. 1 priority at American. No exceptions.

### Customer Policies

With enhanced notifications and clarity throughout the booking process, customers will be able to easily identify whether they are traveling on a 737 MAX even if schedules change. **If you don't want to fly on the 737 MAX, you won't have to.** In addition to the elimination of change fees for most customers announced in August 2020, in the immediate term, we'll provide flexibility to ensure our customers can be easily re-accommodated if they prefer not to fly on the aircraft. And if their aircraft type ever changes to a 737 MAX, they can also choose to be re-accommodated.



#### REBOOK ON NEXT AVAILABLE FLIGHT IN SAME CABIN, FREE OF CHARGE

We will re-accommodate you on the next available or earlier flight to your destination within the same cabin or lower.



#### TRAVEL CREDITS

You can cancel your trip and receive travel credits redeemable with American Airlines.



#### ALTER ITINERARY WITHIN 300-MILE RADIUS AT NO EXTRA CHARGE

If there is no alternative American flight available to your destination, you can alter your itinerary within a 300 mile radius at no extra charge.



#### FULL REFUND IF YOU DON'T WANT TO REBOOK

If a flight is canceled and you choose not to be rebooked, you may request a full refund by visiting [aa.com/refunds](https://www.aa.com/refunds).