

NOTICE OF RECALL

December 22, 2020

To our colleagues on furlough, we have good news to share:

Thanks to an extension of the Payroll Support Program (PSP2), we are able to recall all furloughed team members back to American.

This is a recall unlike any other in our history. As such, it will operate a little differently than recalls in the past. Here's what you need to know.

Recall timing

U.S.-based furloughed team members will be recalled effective immediately in order to reinstate pay and benefits. No additional action is needed from you to process this recall. You will have the flexibility to add or change health benefits and 401(k) deferral elections. Please note that if you were on a leave of absence at the time you were furloughed, and haven't returned or weren't scheduled to return to work prior to Dec. 2, the terms of that leave will still apply; you will not be receiving additional pay in accordance with PSP2.

Returning to the operation

Though everyone will be recalled for pay and benefit purposes effective Dec. 1, team members will return to work in phases based on operational need and our ability to process returns to work. In the coming days, the first group of team members returning to work will receive their return-to-work notice in accordance with their joint collective bargaining agreement (JCBA) recall process. These notifications will be delivered in the method outlined in your JCBA and **will require you to take additional action to begin the return-to-work process**. We will continue to bring team members back to the operation in the months ahead.

Your report-to-work date will be coordinated during the return-to-work process outlined above. No additional action is needed from you at this time.

Pay

In accordance with the PSP2, pay for team members currently furloughed will be reinstated effective Dec. 1, 2020, and protected through March 31, 2021. No additional action is needed on your part for pay to be reinstated.

Team members should receive their initial paycheck retroactive to Dec. 1, 2020, on Dec. 24. If your final regular paycheck or your furlough pay was paid through direct deposit, your Dec. 24 paycheck will be deposited electronically. Any paper checks will be mailed to your home address on record. For more information on what will be included in the initial paycheck, visit aa.com/returningtoamerican.

Health benefits

In accordance with the PSP2, your health benefits will be reinstated effective Dec. 1, 2020.

- Your medical, dental, vision and life coverage will be reinstated effective Dec. 1, 2020, based on your pre-furlough enrollment, unless you currently have health benefits coverage through COBRA, in which case the elections you made for this coverage will continue.
- Your life, accidental and disability coverage will be reinstated effective Dec. 1, 2020, based on your pre-furlough elections.
- You will have the chance to make changes for both your December 2020 and 2021 health benefits.
- You will need to access the Benefits Service Center via my.aa.com to make any changes to your 2020 or 2021 coverage by Jan. 30, 2021.

- You will not see payroll deductions for your health benefits for December 2020 or January 2021. We will begin to collect the amount in arrears for these months' deductions in installments. You'll see these deductions, along with your ongoing health benefits deductions starting in February.
- Your deductibles and out-of-pocket maximums will not restart for 2020.
- If you paid for December 2020 or January 2021 coverage through direct bill to the Benefits Service Center (Alight), a refund will be issued by Jan. 5, 2021, via the method you used to make the payment (e.g., EFT, check).
- You should not pay any bills/premiums for December 2020 and January 2021 from the Benefits Service Center (Alight) at this time.
- Any balances for coverage prior to December 2020 will still require payment.

Action needed: Enroll in benefits before Jan. 30

- Access the Benefits Service Center via my.aa.com to make any changes to your 2020 or 2021 coverage by Jan. 30, 2021.
- Enroll in added benefits, such as pet insurance or hospital indemnity, by Jan. 30, 2021, via AAaddedbenefits.com for 2021. Deductions for added benefits will begin shortly after you enroll, including deductions for January.

401(k)

You will need to access the Fidelity NetBenefits® website (netbenefits.com/aa) to start saving. If you don't take any action by Jan. 22, 2021, you may be automatically enrolled to save on a pre-tax basis, depending on your JCBA provisions. If you were eligible for employer contributions at the time of your furlough, you will continue to be eligible upon your recall retroactive to Dec. 1, 2020.

Looking ahead

We know team members will have many questions about health and well-being benefits, as well as 401(k) contributions, pay and travel privileges. Please visit aa.com/returningtoamerican for detailed information on these topics.

This letter is just the beginning of the information you will need to know as we move through the recall process. We want to thank you for your continued support of American and patience as we've navigated this unprecedented time. The past few months have been difficult for our airline, and particularly for those of you on furlough. Thank you for your dedication to the company and for lending your voice to the PSP efforts to get us to this day.

We are glad to have you back on board. As we work through the process to return team members to the operation, we look forward to working side by side with you — the best people in the business.

Please visit aa.com/returningtoamerican for more information, and be sure to check back often for the latest information.

Best regards,



David Seymour
Chief Operating Officer