

PRESS RELEASE

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FOR IMMEDIATE RELEASE

AMERICAN AIRLINES AWARDS CUSTOMER CUP TO STILLWATER EMPLOYEES

Team recognized for providing exceptional service in the fourth quarter

FORT WORTH – American Airlines will be celebrating a customer service victory in Stillwater, Oklahoma, this week as the airline announced that Stillwater Regional Airport (SWO) is among the top seven airports to be honored for outstanding customer experience during the second quarter of 2016. The program is called the Customer Cup, the winners of which are recognized each quarter.

"We created the Customer Cup to build competition between airport teams who are focused on delivering an improved customer experience," said Kenji Hashimoto, American's Senior Vice President Regional Carriers. "A good customer experience is the foundation for building customer loyalty, and we recognize seven domestic airports each quarter that are exceeding their performance goals by enhancing the travel experience for our customers."

Customer Cups are categorized and awarded by market size from largest stations to smallest stations, according to flight activity. The award recognizes airport teams for their performance in serving customers at the airport across five primary customer touch points: departure dependability, turn flight dependability, baggage performance, customer feedback, and overall airport satisfaction. Stillwater, which is operated by Envoy Air, a wholly owned subsidiary of American Airlines Group, was awarded the Customer Cup for the very first time for exceeding performance goals in each category.

"Meeting and exceeding customer expectations is a challenging task and the employees at Stillwater Regional Airport have created just the right balance of teamwork, focus, commitment and attention to detail to ensure the customer experience at is the best it can be," said John Jaynes, Envoy Senior Vice President Customer Services. "Winning the company's coveted Customer Cup for the first time is an extraordinary tribute to the hard work and dedication of each Stillwater employee."

The Customer Cup is part of a broader focus the airline has put toward improving the experience for its customers. With more than 250 employee teams across the network, American encourages all employees to bring forward ideas and solutions to problems they've identified in the travel experience. With stations competing for the Customer Cup honor quarterly, employees who contribute earn network bragging rights and a party in their honor for working hard to improve the airline's customer service rankings.

"Given the challenges the industry faces, the Cup is a great way to recognize the accomplishments of the Envoy team," Hashimoto added. "It's through their dedication and ingenuity that we can deliver exceptional travel experiences of our customers."

About American Airlines Group

American Airlines and American Eagle offer an average of nearly 6,700 flights per day to nearly 350 destinations in more than 50 countries. American has hubs in Charlotte, Chicago,



Dallas/Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix, and Washington, D.C. American is a founding member of the oneworld® alliance, whose members serve more than 1,000 destinations with about 14,250 daily flights to over 150 countries. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL. In 2015, its stock joined the S&P 500 index. Connect with American on Twitter @AmericanAir and at Facebook.com/AmericanAirlines.

About Envoy

Envoy Air Inc., a wholly owned subsidiary of American Airlines Group, operates more than 150 aircraft on about 900 daily flights to over 150 destinations throughout the United States, Canada and Mexico. The company's more than 14,000 employees provide regional flight service to American Airlines under the American Eagle brand and ground handling services for many American Airlines Group flights. The company was founded in 1998, as American Eagle Airlines, Inc., following the merger of several smaller regional carriers to create one of the largest regional airlines in the world. Envoy is headquartered in Irving, Texas, with hubs in Dallas/Fort Worth and Chicago and large ground handling operations in Los Angeles, Miami and New York. Envoy is currently adding 40 spacious Embraer 175 aircraft to its fleet, with options for up to 90 more.

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