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| Dear Valued Customer, |

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|  American Global Sales Update  |
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| ‍​﻿​﻿‌﻿‌﻿‌﻿​﻿‌﻿‌﻿‌﻿​﻿‌﻿​﻿‌﻿‌﻿​﻿​﻿​﻿American Airlines is taking more steps to advance our Clean Commitment by starting to treat our planes over the coming months with SurfaceWise®2. As the only EPA-approved product of its type, SurfaceWise®2 creates an invisible barrier on surfaces, which continuously breaks down and kills virus cells. This highly durable coating remains effective even on high-touch surfaces like seats, tray tables and armrests, and through frequent cleanings, which we do after every flight. We are the first airline to offer this breakthrough surface coating, and we’ll be rolling out the treatment across our fleet in the coming months. Our Clean Commitment is our promise that we’re taking bold measures to ensure your well-being when you travel with us. With the addition of industry-leading products like SurfaceWise®2, you can travel with peace of mind.  As always, thank you for choosing American Airlines. Sincerely, Nguyen Thi My XuanAccount ManagerAmerican Airlines |