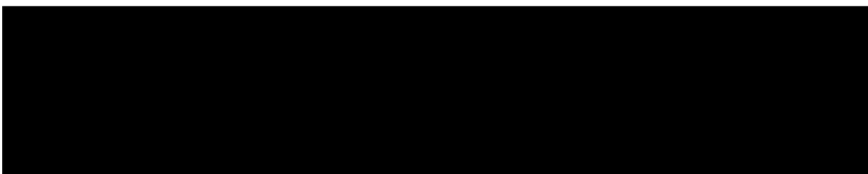


June 18, 2019

Mr. David Remmel



Hello Mr. Remmel:

I saw the letter you sent to our executive team and know you are looking for a quick response.

Thanks for taking the time to send us your ideas about how we could improve our service. You are a good customer and what you think about the way we do business is important.

It's always very helpful for us to see our product through our customers' eyes. We try to be responsive and look for trends based on your reactions to different areas of service. This helps us to identify the different marketing features that are most appealing and improve those that aren't so popular.

Mr. Remmel, it's our goal to suit the needs and wishes of the largest group of our customers. As we look to make changes, you can be sure we'll keep your concerns in mind. Thanks for giving us the benefit of your invaluable observations.

Sincerely,

Tony Rizza

AA Ref# 1-28413776982

If your comments are related to American Airlines service to/from the United Kingdom and we have reached an impasse in terms of resolving your complaint, please know that we are obligated by the Civil Aviation Authority (CAA) to inform you that you may contact a CAA-recognized Alternative Dispute Resolution (ADR) provider to assist in resolving your airline service complaints. American Airlines does not participate with an ADR in respect to baggage damages.