

# Restructuring Resource Center

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On November 29, 2011, American Airlines and American Eagle took a necessary and responsible step to achieve a cost and debt structure that is industry competitive by filing for reorganization under Chapter 11 of the U.S. Bankruptcy Code.

This was a difficult decision - but it is the right path for us to take, and take now - to become an efficient, financially stronger, and competitive airline that is even better positioned to deliver for our customers and the communities we serve.

We are open for business, and there should be no immediate changes to our service or schedules as a result of the Chapter 11 filing.

## **We expect to continue to:**

- Provide employee wages and benefits without interruption;
- Operate our normal schedule of flights;
- Honor tickets and reservations and provide refunds and exchanges as usual;
- Maintain our AAdvantage program and ensure all miles (including elite status) earned by members remain secure and intact; and
- Pay suppliers for goods and services received during the Chapter 11 process;

Given our need to achieve a competitive cost structure, it is likely changes will be necessary in the future. On this page, you will find links to important information. We will update these pages as new information becomes available, so please check back frequently.

For general information about the restructuring for our customers, AAdvantage members, investors, suppliers, media and others, please visit [aa.com/restructuring](http://aa.com/restructuring)