

Flight Attendant/Flight Service Recall Q&A

October 1, 2011 Recall Q&A
Released July 20, 2011

Topic	Question and Answer	Released
401(k)	<p>1. Question: I currently work for American Eagle. What happens to my 401(k)? Answer: Once you are re-employed at AA, the company match you are receiving under the AE provisions of the Super Saver Plan will cease and you will start earning credited service under the American Airlines Pension Plan for Flight Attendants.</p>	July 20, 2011
Accepting Recall	<p>2. Question: I plan to accept recall, but what happens if I later change my mind? Answer: If you accept recall you can always resign at a later date. Keep in mind that the window for the Voluntary Travel Separation closes on July 29, 2011 and will not be an option for you beyond that date.</p>	July 20, 2011
Additional Recall	<p>3. Question: Will additional flight attendants be recalled if a significant number of flight attendants decline the recall? Answer: We do not expect to recall additional flight attendant based on non-acceptance as this was calculated into the number when the offer for re-employment was made.</p>	July 20, 2011
American Eagle	<p>4. Question: I work for American Eagle and would like to accept the offer of recall. What steps do I need to take and what impact does this have on my pay, benefits, and seniority? Answer: Flight Attendants who currently work for American Eagle and are accepting re-employment with American Airlines need to resign their position at American Eagle <i>before attending training at American Airlines</i>. You should do this, in writing, to your supervisor. The normal two (2) week notice period will be waived for you. Upon your resignation, you will be separated and your health benefits will cease on your last day worked at American Eagle. If you had health benefits coverage with American Eagle, you will be offered COBRA for which you will be responsible for paying. Please contact Employee Services at 1-800-447-2000 for further information. You will not return to American Airlines' payroll until October 1, 2011. Your company seniority will be adjusted for the amount of time that you are separated (not employed by either American or American Eagle.)</p>	July 20, 2011
Bases	<p>5. Question: Where will most of us likely be based? Answer: There are three (3) base options – MIA, LGA, and DFW. Qualified French speakers will be based MIA. All other bases will be awarded in seniority order.</p>	July 20, 2011
Benefits	<p>6. Question: When are my benefits reinstated? Answer: You will have the opportunity to enroll for 2011 benefits approximately one week after you return to American Airlines' Coverage will be retroactive to your on-payroll date – which will be October 1, 2011.</p>	July 20, 2011

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Benefits	7. Question: I was on an unpaid sick status for more than 12 (twelve) months prior to being furloughed. I have accepted the offer of re-employment, but am still not able to return to work due to medical reasons. Am I eligible to receive health benefits? Answer: No. You will not be eligible for health benefits. The maximum time period that any flight attendant may receive health benefits while on unpaid sick status is 12 (twelve) months and you would have exhausted this time period prior to being furloughed.	July 20, 2011
Benefits	8. Question: How much does the best insurance cost per month to cover myself and my family? Answer: Individual coverage varies greatly, but can be several hundred dollars per month. Additionally, in order to receive company subsidized health benefits, you must fly an average of 35 hours per month per “active month”. If you do not meet this threshold, you must pay the <u>full</u> cost of your insurance – which is substantially higher than the employee portion (only).	July 20, 2011
Bidding	9. What will my schedule be for October? Answer: You will be subject to serve reserve for the month of October if your seniority warrants. Further information about bidding will be provided during training.	July 20, 2011
Bidding	10. Question: If I cannot hold any bid, what happens to me? Answer: In months that you are a regularly scheduled (non-reserve) F/A you will hold either a “line”, availability, or vacation replacement.	July 20, 2011
Commuting	11. Question: Which airlines does AA have reciprocal F/A cabin seat agreements with? Answer: AirTran, Alaska/Horizon, Delta, jetBlue, United, USAirways, Comair, Skywest Southwest and Republic (only Frontier coded flights).	July 20, 2011
Decline Options	12. Question: I am thinking of declining recall. What are my options? Answer: Please refer to the enclosure in your recall packet which outlines various options. This document is also posted on the <i>Recall</i> page of the APFA website (www.apfa.org).	July 20, 2011
Expenses	13. Question: Will we have to pay anything at training or is everything included? Answer: You will be provided with a hotel room and three (3) meals a day for each full day in training.	July 20, 2011

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Fingerprinting	14. Question: Who is required to be fingerprinted? Answer: All returning flight attendants will be required to be fingerprinted – including those currently working for American Eagle.	July 20, 2011
Five-Year “Clock” for absences prior to furlough	15. Question: If I was on a long-term sick or injury-related absence prior to being furloughed, does the time I spent on furlough status count towards my 5 (five) year maximum before I’m permanently separated from the Company? Answer: No. The 5 (five) year clock (related to the absence prior to furlough) pauses/freezes when a flight attendant is on furlough status and resumes on the effective date (report to base date) of the recall.	July 20, 2011
FMLA	16. Question: How will the furlough affect eligibility for FMLA? Answer: American requires 504 Paid Productive Hours in the 12 months preceding the requested Family Leave date and one year of company seniority. If you currently work for American Eagle, your hours worked in the last 12 months may be credited towards a future FMLA application at AA. If you have an active intermittent FMLA on file at American Eagle, it will “transfer” to AA once you are on payroll at AA - for the frequency and duration specified when the leave was designated at AE.	July 20, 2011
Language	17. Question: I was a qualified speaker when I was furloughed. Do I retain my language qualification when I return? Can I drop my qualification? Answer: If you were a qualified speaker at the time you were furloughed, you will retain that qualification when you return. In order to drop a language qualification, you must proffer for the annual language qualification drop and have the seniority to hold the proffer.	July 20, 2011

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Letter	<p>18. Question: I have not received my recall letter via FedEx and the deadline to respond is in 3 days or I will not be at home to receive my letter until after the response period has lapsed. What should I do? Answer: Please contact <i>Talent Services</i> at 1-800-447-2000 to verify that a) you are being offered re-employment and b) verify that they have the correct address for you on file. Note: It is each furloughed flight attendant's responsibility to keep the Company up-to-date on changes to their address and/or telephone information. The Company assumes no responsibility if you have not updated your address and/or telephone information in accordance with policy and the AA/APFA Collective Bargaining Agreement. Failure to update your address could lead to forfeiture of your recall rights and all seniority.</p> <p>On Monday, July 18, 2011 recall packets with a form to be returned for re-employment were sent via two (2) day FedEx to the flight attendant's most recent address on file. The packets include a pre-paid, self-address FedEx envelope to return your Accept or Reject Reemployment form.</p> <p>The Company must receive the letter by Tuesday, August 2, 2011. Therefore, the accept/reject form must be sent via FedEx by Friday, July 29, 2011.</p>	July 20, 2011
Medical Exam	<p>19. Question: Is a medical exam required? Answer: Yes. Any flight attendant that has been off payroll for more than 365 days must undergo a medical exam and clear medical prior to attending training. American Eagle flight attendants who are currently active do not have to have a medical exam – provided they are currently medically cleared to fly.</p>	July 20, 2011
Medical Exam	<p>20. Question: When can I schedule my medical exam? Answer: <i>Talent Services</i> will contact you once you have completely cleared the background check phase of the onboarding process.</p>	July 20, 2011
Name Change	<p>21. Question: What should I do if my name has changed since I was furloughed? Answer: You should FAX supporting documentation (marriage certificate, court documents, etc.) to HR Services at 888-891-3625.</p>	July 20, 2011
Parking	<p>22. Question: Will I be able to have a parking pass in a city of my choice, in lieu of any parking arrangements at the base where I am assigned? Answer: Flight attendants will receive either company-paid parking or reimbursement in accordance with Article 30, III of the AA/APFA Collective Bargaining Agreement.</p>	July 20, 2011

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Passports	<p>23.Question: My passport has expired. Will I need a new one? Will I need it before training? Before my first trip? Answer: You will need to obtain a passport by the time you start training. A letter of introduction was enclosed in the recall packet for flight attendants to take with them to the nearest passport agency in order to have their application expedited. Flight Attendants being recalled should absolutely NOT mail in their passport application or renewal as processing delays will result in them not receiving it in time to begin training.</p>	July 20, 2011
Pay	<p>24.Question: When will I receive my first paycheck? Answer: You will receive your first paycheck on October 15, 2011 (For pay related questions (after your return to payroll) please contact Payroll Customer Service (PCS) at 1-800-447-2000.</p>	July 20, 2011
Pre-Funding	<p>.Question: I was furloughed before I turned 50 and was prefunding at the time. How do I resume prefunding retiree medical? Answer: At the time you were furloughed you were refunded the amount you prefunded (net any losses/gains). You must return this amount to JP Morgan within 90 days of your return to payroll.</p> <p>If returning your prefunding funds to J.P. Morgan to restore your account you will need to use the address below. Remember to put your name, employee number, and AA Prefunding Restore on your check.</p> <p>JP Morgan Retirement Plan Services LLC Attn: American Airlines Prefunding P.O. Box 419784 Kansas City, MO 64141-6784</p> <p><u>If you do not return the amount you were refunded (when you were furloughed) to JP Morgan within 90 days of re-employment you will be subject to paying a higher rate as well as having to continuously prefund for ten (10) years.</u></p>	July 20, 2011
Purser	<p>26.Question: I was purser qualified at TWA when I was furloughed. Do I get to keep that qualification? Answer: No. In order to qualify for the AA Purser Program, you must successfully proffer or trigger the qualification. Acceptance into the Purser program is based on seniority as well as your satisfactory attendance and job performance.</p>	July 20, 2011
Qualifications	<p>27.Question: On which aircraft will I be trained on my return? Answer: All flight attendants will be required to qualify on the following equipment: S80, 737, 757, 767, and 777.</p>	July 20, 2011

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Reason for Recall	28.Question: Why is AA recalling Flight Attendants? Answer: There are a number of factors including recently announced growth to our international network, the bolstering of our presence in our cornerstone cities as well as planned attrition.	July 20, 2011
Recall Refusal	29.Question: If a flight attendant declines recall at this time will s/he be eligible for future recalls? Answer: No. In accordance with the AA/APFA Collective Bargaining Agreement, flight attendants must either accept or reject the offer of recall in writing when it is offered. There is no option for recall by-pass. If a flight attendant rejects the recall or fails to report to one of the assigned training classes, s/he will forfeit all rights to return to her/his former position.	July 20, 2011
Relocation	30.Question: Will I be offered a relocation package? Answer: No. You are being recalled to your former position of flight attendant in accordance with Article 16 of the AA/APFA Collective Bargaining Agreement. You will be responsible for any expenses incurred if you choose to relocate or commute.	July 20, 2011
Reserve	31.Question: Will recalled Flight Attendants serve reserve in a one-on, one-off rotation or one-on, three-off rotation? Answer: The reserve rotation for Flight Attendants recalled will be one-on, three-off. Recalled Flight Attendants should prepare to be on reserve in October.	July 20, 2011
Retirement	32.Question: What happens to my ability to retire if I either reject the recall or fail to respond to the recall? Answer: Rejecting or failing to respond to the recall does not impact a person's eligibility to retire; however, s/he must otherwise be eligible for retirement benefits (retiree health benefits and life insurance) and travel privileges. Furloughed flight attendants with questions about retirement should contact Employee Services at 1-800-447-2000 and choose the option for "retirement".	July 20, 2011
Retirement	33.Question: I am thinking of retiring, but have a lot of questions. Who can I contact? Answer: Please contact HR Services at 1-800-447-2000 and choose the option for retirement. You can also contact the APFA Contract Dept at 817-540-0108 x8161.	July 20, 2011
Retirement/Early Retirement (Article 30)	34.Question: I was not eligible for retirement at the time I was furloughed, but would be now. I would like to retire or take Article 30/Early Retirement. What must I do to be eligible? Answer: You must accept recall, complete training, and return to active payroll (on October 1 st) before you can take advantage of either of these options.	July 20, 2011

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Seniority	35.Question: Did I accrue seniority while on furlough? Answer: In accordance with the AA/APFA Collective Bargaining Agreement, you accrued occupational seniority. Both company and classification seniority were “frozen” and will be adjusted for the amount of time you were on furlough status. (Note: If you were subsequently re-employed by American, American Eagle, or other AMR subsidiary you may have continued to accrue company seniority.)	July 20, 2011
Seniority	36.Question: Where can we obtain our adjusted company seniority dates? Answer: Your new/adjusted seniority dates will be provided to you early in training. The date will be adjusted for the amount of time you were in furlough status. To calculate your adjusted date, simply take your old company seniority date and add the amount of time you were on furlough status to that date. That will give you your new/adjusted company seniority date. Example: If you had a 1985 company seniority date at the time you were furloughed and you were on furlough status for eight (8) years, your adjusted company seniority date, upon your return to payroll, will be 1993.	July 20, 2011
Training	37.Question: If a flight attendant was recalled but is disabled or has an illness that does not permit him/her to go through a required training course, will the flight attendant still be recalled? Answer: Yes. The flight attendant must accept the recall. S/he would then be placed on a sick leave of absence effective October 1, 2011. If unable to return to active flying due to illness, the flight attendant will need to contact Call-A-Nurse at 800-555-2373 ext. 2 as soon as possible. Once cleared by AA Medical to return to active duty, the flight attendant will be in QI status (unpaid) pending the next available training class. In addition, the flight attendant should contact his/her FSM upon return so that the appropriate administrative procedures can be accomplished.	July 20, 2011
Training	38.Question: I was one of the flight attendants who completed TWA to AA training back in 2002. Are my training requirements any different? Answer: No. All flight attendants being offered recall are required to complete the same four (4) weeks of training – including the 767 slide jump and the initial operating experience (IOE) or “work trip”.	July 20, 2011
Transfers	39.Question: I was assigned to LGA. How soon can I transfer to another base? Answer: You may request a transfer once you are in training. Transfers are awarded in system seniority order based on vacancies at each base. If you are a qualified French speaker, you are subject to a six (6) month language lock-in at MIA. Please note that we do not anticipate openings in SLT (St. Louis), BOS, or SFO in the foreseeable future.	July 20, 2011

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Travel	40.Question: Now that I have been recalled, may I ride the jumpseat? Answer: You will be able to ride the jumpseat for all travel (business and personal) once you have been returned to payroll- which is October 1, 2011 . You may not use the jumpseat for personal travel prior to that date.	July 20, 2011
Travel during Training	41.Question: Will I be able to travel home from training on the weekends? Answer: You can expect to be in training up to six (6) days per week. There will most likely not be sufficient time to travel home on days off. In addition since you will not have NRSA (“Non Rev”) travel privileges all travel would be at your own expense.	July 20, 2011
Travel to Base	42.Question: Will positive-space travel to the new base be provided? Answer: Yes. You will be provided a one-way pass to report to base (from either your home city or DFW). Additionally, you will be provided with a roundtrip A12 relocation pass (if you are relocating to your base city) for use after you complete training. The round-trip A12 travel must be used by January 1, 2012. Instructions on how to book travel will be provided to you during training.	July 20, 2011
Travel to Medical	43.Question: How will recalled flight attendants travel to AA Medical to complete their medical exams? Answer: Flight attendants will be provided with business travel to/from the medical exam. Travel will be arranged during the Onboarding Process with <i>Talent Services</i> .	July 20, 2011
Travel to/from Training	44.Question: Will recalled flight attendants receive business travel to/from training? Answer: Yes. Flight attendants will be provided A12 travel to training. Flight attendants who choose to travel to base directly from training will be provided positive space travel to base. If the flight attendant chooses to return to their home city from training they will be provided positive space travel to their home city.	July 20, 2011
Uniforms	45. Question: When will recalled flight attendants have access to the VF Imagewear website to order uniform items? Answer: Flight Attendants who accept recall will be provided additional information (via e-mail) about ordering uniform items sometime in August.	July 20, 2011
Uniforms	46.Question: How many uniform points will I receive? Answer: Each flight attendant accepting recall will receive thirty-six (36) uniform points.	July 20, 2011

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Update Contact Information	<p>47. Question: How do I update my phone number and address <u>after I've returned to payroll</u>? Answer:</p> <ul style="list-style-type: none"> • Contact the <i>Flight Attendant Service Center</i> at 800-VIP-CREW • In addition, update contact information by visiting jetnet.aa.com. On the home page click on "Update My Contact Info". • Flight attendants can update their phone number in their personal mode via DECS: <ul style="list-style-type: none"> HIPH/H/ Number – Home number HIPH/B/Number – Cell phone number HIHP/T/Number – Temporary number <p>You will be given SABRE access during training and will be able to update information in DECS at that time.</p>	July 20, 2011
Vacation & Sick	<p>48. Question: What happens to vacation and sick time I accrued prior to being furloughed? Answer: You were paid out any vacation balance on your final pay-statement upon being furloughed. Your sick bank will be restored to what it was when you were furloughed.</p>	July 20, 2011
Vacation & Sick	<p>49. Question: I currently work for American, American Eagle, or other AMR subsidiary. What happens to the vacation that I've accrued? Answer: You will be paid out any vacation that you are due in the final pay-statement for your current position. Once you return to active status as an AA Flight Attendant, you will begin accruing vacation and sick time in accordance with the AA/APFA Collective Bargaining Agreement.</p>	July 20, 2011