



Hello John,

AAdvantage® Number: AA1234

Starting in 2016, we'll make changes to the American Airlines AAdvantage® program. We're evolving to build a rewarding program for all members while giving our best customers access to our most exclusive benefits. These updates will roll out in phases over time. We'll keep you updated as we implement these changes.

### Earning award miles

In the second half of 2016, award miles earned from flying will be calculated differently to reward you when you spend more. When traveling on flights marketed by American, you'll earn miles based on the price paid for your ticket (base fare plus carrier-imposed fees, excluding any government-imposed taxes and fees), multiplied by five (5) for AAdvantage® members. If you reach elite status, you'll earn award miles at higher rates. Plus, as a Citi® / AAdvantage® credit cardmember or an AAdvantage® Aviator™ MasterCard® cardmember, you will continue to earn additional bonus miles on American Airlines purchases when you use your AAdvantage® credit card.

[How award miles will be calculated »](#)

Earning award miles for travel on flights marketed by partner airlines will be based on a percentage of the flight distance and the fare class purchased. We'll have more information about earning on partner airlines in 2016.

Until the new award mile earning structure takes effect, you'll continue to earn miles based on the distance flown. In addition, we're extending our 2015 AAdvantage bonus miles promotion that allows you to earn more bonus miles when you purchase and fly on a First or Business Class ticket on American and select airlines.

[2015 AAdvantage bonus miles promotion »](#)

### Award redemption changes

We're adjusting existing award levels for award tickets redeemed on March 22, 2016 and beyond due to changes to market pricing and demand. Award levels on some routes, such as flights to Europe and other international destinations, will increase. Award levels on other routes, like flights to popular destinations in Mexico, the Caribbean and Central America, will decrease. Plus, you'll be able to redeem MileSAAver® awards for as low as 7,500 miles one-way (plus any applicable taxes and carrier-imposed fees) for flights 500 miles or less.

[More about award level changes on American »](#)

[More about award level changes on partner airlines »](#)

## Earning elite status

On January 1, 2016, elite-qualifying points will be removed from our qualifying structure, and elite status will be based on Elite Qualifying Miles (EQMs) or Elite Qualifying Segments (EQSs). The membership year is also changing. Beginning with the 2017 membership year, elite status will be valid through January 31 of the following year.

[How you'll earn elite status in 2016 »](#)

We'll continue to keep you updated as we get closer to implementing these changes to the AAdvantage program. We appreciate your continued loyalty.

Sincerely,



Suzanne L. Rubin  
President, AAdvantage Loyalty Program



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This email was sent to [john@aa.com](mailto:john@aa.com) because you are an AAdvantage member.

This email has been sent on behalf of American Airlines. We are happy to help you with any questions or concerns you may have. For all inquiries about American Airlines or the AAdvantage® program, visit [aa.com/contactaa](http://aa.com/contactaa) or contact us in writing at American Airlines, 4255 Amon Carter Blvd., MD 2400, Fort Worth, TX 76155-2503.

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REGCARD-Y EXCARD-Y



Hello John,

AAdvantage® Gold Number: AA12345

Starting in 2016, we'll make changes to the American Airlines AAdvantage® program. We're evolving to build a rewarding program for all members while giving our best customers access to our most exclusive benefits. These updates will roll out in phases over time. We'll keep you updated as we implement these changes.

### Elite status in 2016

On January 1, 2016, elite-qualifying points will be removed from our qualifying structure, and elite status will be based on Elite Qualifying Miles (EQMs) or Elite Qualifying Segments (EQSs). The membership year is also changing. Beginning with the 2017 membership year, elite status will be valid through January 31 of the following year.



You'll continue to earn 1 EQS per segment and at least 1 EQM per mile for each eligible flight marketed by American. Plus, you'll have the opportunity to earn more EQMs based on the booking class you purchase –

getting you to elite status faster. EQMs earned on partner airlines will also be calculated differently in 2016.

[How EQMs will be calculated on American-marketed flights »](#)

[Earning EQMs on partner airlines »](#)

Also, as a Citi® / AAdvantage® Executive card or AAdvantage® Aviator™ Silver MasterCard® credit cardmember, you'll still earn 10,000 EQMs after you reach your qualifying spend for the year when you use your eligible AAdvantage® credit card.

### **500-mile upgrades**

Because we're increasing the rate at which you earn EQMs, we're adjusting the threshold for earning 500-mile upgrades. Beginning March 1, AAdvantage® Gold and Platinum members will earn four 500-mile upgrades for every 12,500 EQMs earned during the membership year. Also, the cost of a 500-mile upgrade will increase to \$40.

### **Earning award miles**

In the second half of 2016, award miles earned from flying will be calculated differently to reward you when you spend more. When traveling on flights marketed by American, you'll earn miles based on the price paid for your ticket (base fare plus carrier-imposed fees, excluding any government-imposed taxes and fees), multiplied by seven (7) for AAdvantage® Gold members. The higher your status, the more you'll earn. Plus, as a Citi® / AAdvantage® credit cardmember or an AAdvantage® Aviator™ MasterCard® cardmember, you will continue to earn additional bonus miles on American Airlines purchases when you use your AAdvantage® credit card.

[How award miles will be calculated »](#)

Earning award miles for travel on flights marketed by partner airlines will be based on a percentage of the flight distance and the fare class purchased. We'll have more information about earning on partner airlines in 2016.

Until the new award mile earning structure takes effect, you'll continue to earn miles based on the distance flown. In addition, we're extending our 2015 AAdvantage bonus miles promotion that allows you to earn more bonus miles when you purchase and fly on a First or Business Class ticket on American and select airlines.

[2015 AAdvantage bonus miles promotion »](#)

### **Award redemption changes**

We're adjusting existing award levels for award tickets redeemed on March 22, 2016 and beyond due to changes to market pricing and demand. Award levels on some routes, such as flights to Europe and other international destinations, will increase. Award levels on other routes, like flights to popular destinations in Mexico, the Caribbean and Central America, will decrease. Plus, you'll be able to redeem MileSAVer® awards for as low as 7,500 miles one-way (plus any applicable taxes and carrier-imposed fees) for flights 500 miles or less.

[More about award level changes on American »](#)

[More about award level changes on partner airlines »](#)

We'll continue to keep you updated as we get closer to implementing these changes to the AAdvantage program. We appreciate your continued loyalty.

Sincerely,



Suzanne L. Rubin  
President, AAdvantage Loyalty Program



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Gold REGCARD-Y EXCARD-Y



Hello Richard,

AAdvantage® Platinum Number: AA12345

Starting in 2016, we'll make changes to the American Airlines AAdvantage® program. We're evolving to build a rewarding program for all members while giving our best customers access to our most exclusive benefits. These updates will roll out in phases over time. We'll keep you updated as we implement these changes.

### Elite status in 2016

On January 1, 2016, elite-qualifying points will be removed from our qualifying structure, and elite status will be based on Elite Qualifying Miles (EQMs) or Elite Qualifying Segments (EQSs). The membership year is also changing. Beginning with the 2017 membership year, elite status will be valid through January 31 of the following year.



You'll continue to earn 1 EQS per segment and at least 1 EQM per mile for each eligible flight marketed by American. Plus, you'll have the opportunity to earn more EQMs based on the booking class you purchase –

getting you to elite status faster. EQMs earned on partner airlines will also be calculated differently in 2016.

[How EQMs will be calculated on American-marketed flights »](#)

[Earning EQMs on partner airlines »](#)

Also, as a Citi® / AAdvantage® Executive card or AAdvantage® Aviator™ Silver MasterCard® credit cardmember, you'll still earn 10,000 EQMs after you reach your qualifying spend for the year when you use your eligible AAdvantage® credit card.

### **500-mile upgrades**

Because we're increasing the rate at which you earn EQMs, we're adjusting the threshold for earning 500-mile upgrades. Beginning March 1, AAdvantage® Gold and Platinum members will earn four 500-mile upgrades for every 12,500 EQMs earned during the membership year. Also, the cost of a 500-mile upgrade will increase to \$40.

### **Earning award miles**

In the second half of 2016, award miles earned from flying will be calculated differently to reward you when you spend more. When traveling on flights marketed by American, you'll earn miles based on the price paid for your ticket (base fare plus carrier-imposed fees, excluding any government-imposed taxes and fees), multiplied by eight (8) for AAdvantage® Platinum members. The higher your status, the more you'll earn. Plus, as a Citi® / AAdvantage® credit cardmember or an AAdvantage® Aviator™ MasterCard® cardmember, you will continue to earn additional bonus miles on American Airlines purchases when you use your AAdvantage® credit card.

[How award miles will be calculated »](#)

Earning award miles for travel on flights marketed by partner airlines will be based on a percentage of the flight distance and the fare class purchased. We'll have more information about earning on partner airlines in 2016.

Until the new award mile earning structure takes effect, you'll continue to earn miles based on the distance flown. In addition, we're extending our 2015 AAdvantage bonus miles promotion that allows you to earn more bonus miles when you purchase and fly on a First or Business Class ticket on American and select airlines.

[2015 AAdvantage bonus miles promotion »](#)

### **Award redemption changes**

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[More about award level changes on American »](#)

[More about award level changes on partner airlines »](#)

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Sincerely,



Suzanne L. Rubin  
President, AAdvantage Loyalty Program



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Platinum REGCARD-Y EXCARD-Y



Hello Carol,

AAdvantage® Executive Platinum Number: AA12345

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[How EQMs will be calculated on American-marketed flights »](#)

[Earning EQMs on partner airlines »](#)

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### **Systemwide upgrades**

Starting January 1, 2016, AAdvantage® Executive Platinum members will earn 4 systemwide upgrades upon qualification with the opportunity to earn up to 4 more, for a total of 8 per membership year.

[Earning systemwide upgrades »](#)

### **500-mile upgrades**

Beginning March 1, the cost of a 500-mile upgrade will increase to \$40.

### **Earning award miles**

In the second half of 2016, award miles earned from flying will be calculated differently to reward you when you spend more. When traveling on flights marketed by American, you'll earn miles based on the price paid for your ticket (base fare plus carrier-imposed fees, excluding any government-imposed taxes and fees), multiplied by eleven (11) for AAdvantage® Executive Platinum members. The higher your status, the more you'll earn. Plus, as a Citi® / AAdvantage® credit cardmember or an AAdvantage® Aviator™ MasterCard® cardmember, you will continue to earn additional bonus miles on American Airlines purchases when you use your AAdvantage® credit card.

[How award miles will be calculated »](#)

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[2015 AAdvantage bonus miles promotion »](#)

### **Award redemption changes**

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[More about award level changes on American »](#)

[More about award level changes on partner airlines »](#)

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Sincerely,



Suzanne L. Rubin  
President, AAdvantage Loyalty Program



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Executive Platinum REGCARD-Y EXCARD-Y