



April 11, 2021

Hello Jack:

As part of our partnership with the Better Business Bureau, I've recently received your correspondence from April 8, 2021. This is in response to your BBB Case: 15358627.

Thank you for contacting us. Reviewing your correspondence, the information you provided appears to be an advertisement instead of a customer concern. If you have a customer concern, please reply so we may assist you further.

We wish you all the very best and we look forward to caring for you on your next journey, Jack.

Sincerely,

Cristina Deraw
Customer Relations

American Airlines

AA Ref#1-29685619669
CC: Bbb Support

Your opinion matters to us! We invite you to share your overall experience in this quick [one minute survey](#). Click [here](#) for the survey. We appreciate your time and valuable feedback.

The information in this email is confidential and is intended solely for the addressee(s); access to anyone else is unauthorized. If this message has been sent to you in error, do not review, disseminate, distribute or copy it. If you are not the intended recipient, please delete this email from your email system.

If your comments are related to American Airlines service to, from, or in 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-approved Alternative Dispute Resolution (ADR) provider competent to deal with airline service complaints. American Airlines, however, does not participate with an ADR in resolving disputes.



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