

Flight Attendant/Flight Service Recall Q&A

July 24, 2007 Recall Q&A
Released May 7, 2007

Topic	Question and Answer	Released
Additional Recall	<p>1. 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>	May 7
American Eagle	<p>2. 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 travel and 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 option 3 for further information. You will not return to American Airlines' payroll until July 24, 2007 which is when new coverage may begin. You will also not have personal NRSA travel privileges from the time you resign from American Eagle up until your return to payroll date with American Airlines. Your company seniority will be adjusted for the amount of time that you are separated (not employed by either American or American Eagle.) You will receive training pay for your requalification training at American Airlines, however it will not appear until your August 31, 2007 pay statement.</p>	May 10
Base Assignment	<p>3. Question: I was previously based in SLT, but recalled flight attendants are being assigned to BOS, DCA and LGA. Why can't I return to SLT? Answer: Per Article 16.D. of the AA/APFA Collective Bargaining Agreement, when flight attendants are recalled, they are recalled to their former "position", not necessarily their former base. Operational needs will determine the assignment of bases.</p> <p>Both regular and mutual transfers will be processed first. After transfers are processed, the need at BOS, DCA and LGA will be determined. Base assignments will be awarded in seniority order.</p>	May 7

July 2007 Recall Q&A

Topic	Question and Answer	Released
Benefits	<p>4. Question: When are my benefits reinstated? Answer: You will have the opportunity to enroll for 2007 benefits when you return to American Airlines' payroll on July 24, 2007. 2008 enrollment begins in October 2007.</p>	May 7
Bidding	<p>5. What will my schedule be for July and August? Answer: You will be assigned an availability schedule for the latter portion of the July contractual month and will be subject to serve reserve for the month of August if your seniority warrants. Further information about bidding will be provided during training.</p>	May 7
Bidding	<p>6. Question: Will recalled flight attendants bid for the contractual month of July? If so, how? Answer: No. Because you will not have been active on the first day of the July contractual month you may not bid for July. You will have 5 Available days in July.</p> <p>Recalled flight attendants will have the opportunity to bid on Availability schedules for July during training. You will receive more information about this in training.</p> <p>In August, recalled flight attendants will be due to serve reserve if their seniority warrants.</p>	May 7

July 2007 Recall Q&A

Fingerprinting	<p>7. Question: Who is required to be fingerprinted? Answer: All returning flight attendants will be required to be fingerprinted.</p>	May 7
FMLA	<p>8. 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.</p>	May 7
Letter	<p>9. Question: I have not received my recall letter in the mail and the deadline to respond is in 3 days. What should I do? Answer: Please contact Human Resources Talent Services 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, May 7, 2007, recall packets with a form to be returned for re-employment were mailed by <u>certified mail</u> to the flight attendant's most recent address on file. Note: Certified mail <u>does not</u> arrive faster than regular mail; flight attendants should have their packets in hand by Monday, May 14, 2007. 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 the Friday, May 18, 2007 deadline. Therefore, the accept/reject form must be sent via FedEx by Thursday, May 17, 2007. The other option is for the flight attendant to fax <u>the Accept or Reject Reemployment and Base Preference Form</u> to 817-963-8915 by Thursday, May 17, 2007.</p>	May 7
Maternity	<p>10. Question: I'm pregnant can I still accept the recall? Answer: Yes. You will be placed on a maternity leave if you are greater than 28 weeks pregnant. You may contact the Maternity Coordinators:</p> <p>BOS: Jenna O'Brien 617-634-5380, DCA: Barbara Cooper- Geiger 703-419-7830, LGA: Denise Ciccarelli 718-487-7821</p>	May 7

July 2007 Recall Q&A

Medical Exam	11. 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.	May 7
Name Change	12. Question: What should I do if my name has changed since I was furloughed? Answer: You should FAX supporting documentation (e.g. marriage certificate, court documents, etc.) to Employee Services at (817) 967-9800 Attention: Nicole. Be sure to include your employee number.	May 10
Parking	13. 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.	May 7
Passports	14. 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.	May 7
Pay	15. Question: When will I receive my first paycheck? Answer: You will receive your first paycheck on August 15, 2007. For pay related questions please contact Payroll Customer Service (PCS) at 1-800-447-2000.	May 7
Personnel Files	<p>16. Question: How are the personnel files for recalled flight attendants being handled? Answer: Each base has a list of flight attendants that are being recalled from that base. The Admin Manager for the base will gather the personnel files (per previous instruction, furlough personnel files are kept at base for five years). The Admin Manager will receive a copy of the certified letter offering reemployment by July 22 for each flight attendant formerly at their base. Those letters need to be placed in the personnel file.</p> <p>All personnel files for your base should be boxed together and sent via FedEx to:</p> <p>LGA: Millie Rogowski, 718-476-4320, American Airlines, LGA Flight Service Hangar 3, LaGuardia Airport, Flushing, NY 11371 BOS: Sylvia Rodriguez, 617-634-5360, Logan Airport, American Airlines, Terminal B, Flight Service Dept, East Boston, MA 02128 DCA: Dana Turner, 703-892-7816, American Airlines, Flight Service, Terminal B, Room 114, Washington National Airport, Washington, DC 20001</p>	May 7

July 2007 Recall Q&A

Qualifications	17.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, 752, and 767. If you were qualified on the A300 or 777 when you were furloughed, you will be required to attend additional training.	May 7
Recall Refusal	18.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.	May 7
Relocation	19.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.	May 7
Reserve	20.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 effective July 24, 2007 will be one-on, three-off. Recalled Flight Attendants should prepare to be on reserve in August	May 10
Retirement	21.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, they 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".	May 10
Seniority	22.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.) In order to preserve relative seniority of all flight attendants accepting recall, everyone will be returned to payroll on July 24, 2007.	May 7
Transfers	23.Question: When can recalled flight attendants transfer to another base? Answer: Transfers may be granted after 90-days based on system vacancies and seniority.	May 7

July 2007 Recall Q&A

<p>Training</p>	<p>24. 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 then placed on a sick leave of absence effective July 24, 2007. 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 on QI status (unpaid) pending the next available training class. In addition, the flight attendant should contact his/her FSM at BOS, DCA or LGA upon return so that the appropriate administrative procedures can be accomplished.</p>	<p>May 7</p>
<p>Training Pay</p>	<p>25. Question: What pay is associated with recall training? Answer: Flight Attendants will receive training pay at \$9.50 per hour. If you attend one of the four training classes offered during June and July your training pay will appear on your August 31, 2007 pay statement.</p>	<p>May 10</p>
<p>Transfers</p>	<p>26. Question: Can I return to a base other than BOS, DCA or LGA? Answer: No, the majority of recalled flight attendants will be based in LGA, although a few additional slots will be offered at BOS and DCA. According to the Collective Bargaining Agreement (CBA) between the Company and APFA, the recalled flight attendants may file a request for transfer to the base to which he/she desires to transfer after 90 days. There is a 3-month (90-day) lock-in to the base to which you are assigned.</p>	<p>May 7</p>
<p>Travel</p>	<p>27. Question: Now that I have been recalled, may I ride the jumpseat? Answer: Yes, you may ride the jumpseat for all travel (business and personal) once you have been returned to payroll on July 24, 2007.</p>	
<p>Travel to Base</p>	<p>28. Question: Will positive-space travel to the new base be provided? Answer: Yes. Flight attendants who choose to travel to base directly from training will be provided A3 travel. If the flight attendant chooses to visit the new base prior to returning to payroll, he/she will be provided round-trip positive space A12 travel. To book A12 travel, the flight attendant must contact the Training Support Desk at 1-800-999-3632. A12 travel can only be booked within seven (7) days of the travel date. The round-trip A12 travel must be used by October 24, 2007. Recalled flight attendants will be issued one A12 pass and it will be considered their relocation pass.</p>	
<p>Travel to Medical</p>	<p>29. Question: How will recalled flight attendants travel to 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 HR Talent Services.</p>	<p>May 7</p>

July 2007 Recall Q&A

Travel to/from Training	30. 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 A3 travel to base. If the flight attendant chooses to return to their home city from training they will be provided A3 travel to their home city.	May 7
Uniforms	31. Question: When will recalled flight attendants have access to the VF Imagewear website to order uniform items? Answer: Recalled flight attendants will have the ability to order uniforms items through VF Imagewear Customer Service by calling 1-800-565-6242 beginning May 25, 2007.	May 7
Uniforms	32. Question: How many uniform points will I receive? Answer: Each flight attendant accepting recall will receive thirty-six (36) uniform points.	May 7
Update Contact Information	33. Question: How do I update my phone number and address? Answer: <ul style="list-style-type: none"> • Complete a Change of Personal Information form that can be obtained at the MOD Office. • 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 – Beeper number HIHP/T/Number – Temporary number 	May 7
Vacation & Sick	34. 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.	May 7
Vacation & Sick	35. 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.	May 7