

Flight Service Forum

Updates from Jill Surdek



July 24, 2020

All Flight Service team members

What to expect after October 1

Based on some of the questions we've been receiving, it's clear many of you have spent the past week considering whether the voluntary programs we're offering are right for you. While you are considering the details of these programs, I also want to make sure you fully understand the new reality of what your schedule and flying may look like. The reality is our business is going to change, moving forward and for the long-term. While we have talked about these ideas previously, it may be helpful to see it all together as you are deciding your future.

- **While we won't know details of reserve seniority until the voluntary options window closes and any furloughs are determined, we expect it to increase significantly**
 - At some bases, reserve seniority will likely exceed 35 years. This is because we'll likely have fewer junior flight attendants on the straight reserve or one-on, one-off rotation.
 - Approximately 80% of flight attendants will be in the reserve rotation
- **Higher line averages will be prevalent as we build more efficient schedules with fewer flight attendants.**
 - You can expect line averages to be in the low to mid-80-hour range
- **70-hour paid VLOAs will be discontinued after Sept. and we'll no longer offer monthly PVLOAs.**
- **We'll continue to meet all contractual obligations, but trips will look a lot different as we need to build a more efficient schedule. *What do we mean?***
 - More four-day domestic trips
 - Longer duty days with multiple legs per day with potentially longer sit times and shorter layovers
- **Fewer IPD trips and fewer positions on each IPD trip**
 - As we announced earlier this month, we'll reduce most widebody international crew complements to FAA minimum + one
 - Transcons on the A321T will be operated with five flight attendants instead of six

- International flying will be down significantly through at least end of 2021
- **Displacements are possible as we right-size each base to operate more efficiently and in line with the airline schedule**
 - Currently, we're overstaffed in bases like Miami, Los Angeles and Phoenix – meaning we have to build less than optimal trips, which is costly.
- **The 40-hour monthly minimum stays in place**
 - This is not only a contractual requirement but also affects how our bidding and trading systems work.
 - With fewer monthly leaves offered, you should expect to fly each month.
- **Masks are mandatory – without exception**
 - They will be part of our future for a while and you'll be expected to wear one when you come to work

We have some unique offerings that are on the table when it comes to alternatives to flying. That's why I wanted to paint a realistic picture of what life will be like beginning this fall. I know many of you have already decided that you are in this for the long-term because you still love this great profession and/or you need the financial stability this job provides. We are truly thrilled that you are staying part of the team, knowing what is ahead. With this decision, you're re-committing yourself to rebuilding our airline and everything the flight attendant job will entail moving forward.

This is an important decision for each of you and one I know many of you are wrestling with. For those who are still contemplating their future, we hope that our continued information about the voluntary programs and what to expect with your schedule is helpful. American is and will continue to be a great place to work, and I'm confident the steps we're taking now will position us for long-term survival.

VEOP and EVLOA deadline is July 31 at 2359 CT.

[Click here to view ballots and more information.](#)

We're constantly updating a list of frequently asked questions on the [Flight Service website](#).

- Have questions about the VEOP? [Click here](#).
 - Have questions about the Retiree Health Reimbursement Arrangement (RHRA)? [Click here](#).
 - Have questions about COBRA? [Click here](#).
- Have questions about the EVLOA? This includes recently updated FAQs about CQ [Click here](#).
- Have questions about what happens if you are furloughed? [Click here](#).

If your question isn't answered in the FAQs or online information, please email FA.Questions@aa.com.

Helpful phone numbers:

Benefits Service Center: 888-860-6178

- *Can answer questions about health/dental/vision and benefits, active vs. COBRA rates, FSA, HSA and RHRA*

Pension Service Center: 800-447-2000

- *For questions about pension benefits.*

Fidelity: 800-354-3412

- *For questions about 401K and investments*

[Learn more about the Retiree Health Reimbursement Arrangement \(RHRA\) on *Tell Me Why*](#)

In the latest episode of “*Tell Me Why*”, Managing Director of Benefits Pankaj Kadam provides more information about the RHRA. [Click here to watch](#).

Upcoming Virtual Town Halls:

We will be hosting additional town halls next week, including one specifically to answer retirement questions. See the schedule below.

General Questions

July 27 at 1030 CT

July 28 at 1030 CT

July 30 at 1400 CT

Retirement Questions

July 28 at 1400 CT

Watch your CCI messages or view the Flight Service website for more information on how to join the meetings.

Your questions, our answers

1. When will my vacation be paid out on an PVLOA vs. EVLOA?

If you are on a PVLOA, your vacation not used during the PVLOA footprint will be paid out in February 2021. If you take an EVLOA, your scheduled vacation during your EVLOA footprint will be carried forward for use upon your return to active status. You will be able to participate in the annual vacation bid. Days accrued for the annual bid process will be eligible for bidding in Round 1 and days carried forward will be eligible for Round 2 of the annual vacation bid process. You will want to participate in the annual process to have days scheduled if your EVLOA extends through the entire vacation year. This will help ensure you have vacation scheduled in the event you are returned to active status prior to the EVLOA expiration date.

2. Rumor control: Can people who are senior get pulled on to straight reserve?

No. Per the contract, only flight attendants in their first year of flying serve straight reserve. That's not changing. However, we expect around 80% of flight attendants will serve in the reserve rotation. That means most flight attendants are likely be on reserve three times per year. (One on, three off rotation.).

3. If I am on an EVLOA, do I need to attend training? What happens when I go QI?

You will not be required to attend training while on an EVLOA. If you'd like to attend training during the extended leave, you will have that option. If you go QI while on leave, you're benefits won't be impacted and you'll still be able to ride on the jumpseat. See chart below. Our expectation is that you will be current and ready to fly when your EVLOA ends.

If you are on a PVLOA that ends soon and plan to fly in September, your training must be current. If you do not wish to attend training, we recommend you apply for a PVLOA for this month.

What happens if I go QI?

<p>I haven't been to training in ≤ 13 months</p>	<p>Standard CQ</p>
<p>I haven't been to training in > 13 – 36 months</p>	<p>CQ, "While you were away" WBT, any missed drills and any other required training</p>
<p>I haven't been to training in > 36 – 60 months</p>	<p>Attend 3 weeks Leave of Absence Requalification Program (LOARP)</p>

I haven't been to training in > 60 months	Attend 6 weeks of Extended LOARP (ELOARP) or initial flight attendant training (depending on programs being offered)
What happens if I go QI between the award of the EVLOA or VEOP and I'm not on a PVLOA/VLOA?	You must maintain your qualifications and be available to fly until you start your EVLOA or VEOP
If I was active on 15JUL and go QI prior to awards, can I still be awarded the EVLOA?	You will be awarded; however, you must attend training and be available to fly until the start of your EVLOA or VEOP. Failure to get requalified by the start of your EVLOA can result in progression through the performance policy.

4. **What expenses are eligible for the RHRA?**

Most medical, prescription, dental and vision expenses and even health care insurance premiums are eligible for reimbursement. This means you can submit claims for reimbursement of medical insurance premiums you have paid, including those for Medicare Part B and Part D, as well as COBRA premiums.

What expenses aren't eligible?

- Pre-tax health premiums (e.g., coverage with another employer).
- Other insurance premiums (e.g., life insurance, disability, auto, short- or long-term disability).
- Health club and social activity fees and memberships.
- Long-term care facility fees (long-term care *insurance premiums* are eligible).
- Vacation and travel for health reasons.
- Certain health care items and services, such as cosmetic procedures, personal use toiletries, cosmetics, vitamins and nutrition supplements.

A complete list of eligible expenses can be found at the American Airlines Benefits Service Center under Learn About > Eligible Expenses.

Updated seniority list is now available on the Flight Service website

For the updated APFA-represented flight attendant seniority list, visit the Flight Service website. Click on the "[Crew Resources](#)" section and select "Seniority List – 7/23/20". This list has been updated to remove flight attendants who took previous early out packages.

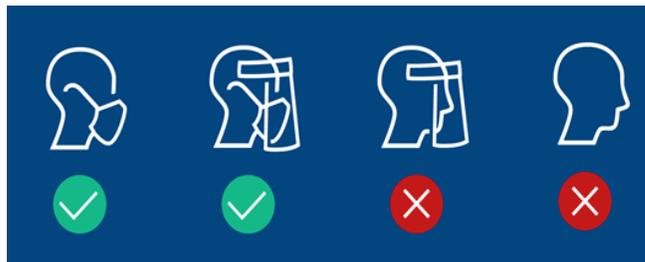
The screenshot shows the American Airlines Crew Resources website. On the left is a navigation menu with 'Crew Resources' circled in red. The main content area has a 'Welcome to Crew Resources' message and a navigation bar with tabs for 'Allocations', 'Manning', 'Planning', 'Scheduling', and 'Seniority'. The 'Seniority' dropdown menu is circled in red, showing options like 'CRAF List - 2019-2020' and 'Seniority List - 7/23/20'.

Why is my seniority number different than the number I currently see using Hi8 on FOS/DECS or on the Flight Service homepage?

Since some flight attendants who took previous VEOPs are still on payroll, they still appear in the seniority list in FOS/DECS, however they can't return to active status and are still in the system seniority list for pay purposes only. Your Flight Service website homepage pulls information from FOS/DECS. The new list on the Crew Resources page has been adjusted to remove flight attendants who took early outs. And the list posted on July 23 will give you your true seniority number.

Strengthening our face covering policy for crew members and customers

Starting July 29, customers will be required to wear face coverings throughout their journey, from the time they enter the departure airport to when they leave the airport at their destination. Face coverings will also be required of all flight attendants. If you previously received an accommodation due to a medical exemption, you'll be contacted by our ADA team to review your options. Flight attendants are also now permitted to wear face shields, in addition to face coverings. The face shields must be worn along with a face mask. View the story on [Jetnet](#), or [click here to view](#) the communication sent to flight attendants earlier this week.



Relationships matter

There's a saying: they may forget what you said, but they will never forget how you made them feel. CLT flight attendant Karen Trilli made a huge impression on a customer.

I want to take the time to acknowledge Karen, the Flight Attendant on my CLT-FLL flight. She was really attentive, even going so far as to write a really nice note welcoming me back to flying. Last year I made Executive Platinum with all the flights I completed for work. However, this year consulting (and business travel) has stopped with COVID impacts. I thought it was so special for her to take the time to write such a nice note, and I left the flight feeling so honored that she appreciated the circumstances enough to take a few moments to make me feel special. American

Airlines should know when there is an employee who is going above and beyond for passengers. That truly makes the experience feel like a relationship. Relationships can be won or lost with even the smallest acts, and Karen is winning those relationships for American Airlines.

Way to go Karen! It's these relationships that will get more customers back on our flights.

Thanks for checking in!

A handwritten signature in cursive script that reads "Jill".

Jill Surdek
Senior Vice President, Flight Service