

## Bereavement and Critical Illness Exception Requests

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### Bereavement - Refund Requests

Tickets may be considered for refund in the event of the death of the customer, immediate family, or traveling companion. American requires proof of relationship for immediate family member.

	U.S. Agencies (ARC)	International Agencies (BSP)
Death – Refund Request	Refund request may be submitted via <a href="#">Refund   Start (aa.com)</a> with supporting documentation for death of customer, immediate family member, or traveling companion Supporting documentation includes death certificate or obituary, proof of relationship, and ticket information	Refund request may be submitted via BSPLink RA with supporting documentation for death of customer, immediate family member, or traveling companion Supporting documentation includes death certificate or obituary, proof of relationship, and ticket information
Death – Penalty Fee Refund Request	Penalty Fee Refund Request may be submitted after processing the applicable refund based on the fare rules: <ul style="list-style-type: none"> <li>• Online: <a href="#">Refund   Start (aa.com)</a></li> <li>• Email: <a href="mailto:Refunds@aa.com">Refunds@aa.com</a></li> </ul> Supporting documentation includes death certificate or obituary, proof of relationship, and ticket information	Penalty Fee Refund request may be submitted via BSPLink RA with supporting documentation for death of customer, immediate family member, or traveling companion  Supporting documentation includes death certificate or obituary, proof of relationship, and ticket information

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Critical Illness – Refund Requests

	U.S. Agencies (ARC)	International Agencies (BSP)
Critical Illness – Refund Request	American Airlines will no longer accept a physician’s medical note for refund of tickets due to illness. However, some extenuating exceptions may be considered due to critical illness of customer, immediate family, or traveling companion with qualifying documentation submitted directly to American Refunds team at <a href="#">Refund   Start (aa.com)</a>	American Airlines will no longer accept a physician’s medical note for refund of tickets due to illness. However, some extenuating exceptions may be considered due to critical illness of customer, immediate family, or traveling companion with qualifying documentation submitted directly to American Refunds team at <a href="#">Refund   Start (aa.com)</a>
Critical Illness – Penalty Fee Refund Request	In the event of critical illness of an immediate family member or traveling companion, a Penalty Fee refund request may be reviewed for consideration with the appropriate documentation and justification. Requests may be submitted via <a href="#">Refund   Start (aa.com)</a> with supporting documentation for consideration.	In the event of critical illness of an immediate family member or traveling companion, a Penalty Fee refund request may be reviewed for consideration with the appropriate documentation and justification.  Requests may be submitted via <a href="#">Refund   Start (aa.com)</a> with supporting documentation

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Definition of Immediate Family Member

Immediate family members are: spouse, domestic partner, children, sons-in-law, daughters-in-law, grandchildren, brothers, brothers-in-law, sisters, sisters-in-law, parents, fathers-in-law, mothers-in-law, and grandparents.

Immediate family members also include: stepparents, stepsisters, stepbrothers, half-sisters, and half-brothers.

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