

# 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="http://www.refunds.aa.com">www.refunds.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 – Change Fee Refund Request	Change Fee Refund Request may be submitted after travel is completed along with supporting documentation: <ul style="list-style-type: none"> <li>• Online: <a href="http://www.refunds.aa.com">www.refunds.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	Change 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 <hr/> Change Fee Refund Request may be submitted after travel is completed along with supporting documentation: <ul style="list-style-type: none"> <li>• Online: <a href="http://www.refunds.aa.com">www.refunds.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
<a href="#">Death – Change Fee Waiver</a>	In the event of the death of an immediate family member or traveling companion, a ticket change fee waiver may be applicable. For a ticket change fee waiver, the customer must contact American Airlines Reservations to rebook and reissue the ticket – must provide Funeral Home details	Non-refundable International fares booked on AA/American Eagle must follow rules listed in the fare rules (IE. WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER) In the event of the death of an immediate family member or traveling companion, a ticket change fee waiver may be applicable. For a ticket change fee waiver, the customer must contact American Airlines Reservations to rebook and reissue the ticket – must provide Funeral Home details

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#### Critical Illness – Refund Requests

	<a href="#">U.S. Agencies (ARC)</a>	<a href="#">International Agencies (BSP)</a>
<a href="#">Critical Illness – Refund Request</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="http://www.refunds.aa.com">www.refunds.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="http://www.refunds.aa.com">www.refunds.aa.com</a>
<a href="#">Critical Illness – Change Fee Refund Request</a>	In the event of critical illness of an immediate family member or traveling companion, a ticket change fee refund request may be reviewed for consideration with the appropriate documentation and justification. Requests may be submitted via <a href="http://www.refunds.aa.com">www.refunds.aa.com</a> with supporting documentation for consideration.	In the event of critical illness of an immediate family member or traveling companion, a ticket change fee refund request may be reviewed for consideration with the appropriate documentation and justification.  Requests may be submitted via <a href="http://www.refunds.aa.com">www.refunds.aa.com</a> with supporting documentation

<p><a href="#">Critical Illness – Change Fee Waiver</a></p>	<p>In the event of critical illness of an immediate family member or traveling companion, a ticket change fee waiver may be reviewed for consideration with the appropriate documentation and justification. Requests may be submitted via American Airlines Customer Relations with supporting documentation for consideration. <a href="http://www.aa.com/customerrelations">www.aa.com/customerrelations</a>. Customer Relations will contact you to obtain supporting documentation.</p>	<p>In the event of critical illness of an immediate family member or traveling companion, a ticket change fee waiver may be reviewed for consideration with the appropriate documentation and justification. Requests may be submitted via American Airlines Customer Relations with supporting documentation <a href="http://www.aa.com/customerrelations">www.aa.com/customerrelations</a>. Customer Relations will contact you to obtain supporting documentation.</p>
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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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