

Survivor Benefits Information Guide for Retired Employees

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This Survivor's Benefits Guide is available to assist family members, surviving spouse or domestic partner (DP), dependent children, or named beneficiary with information regarding the retiree's benefits and privileges at the time of their death.

This guide should be used as a summary of the employee's benefits and privileges and does not override any policy or content provided in the Company's governing documents, (*i.e. the Plan document, Employee Benefits Guide, TRIP Book, Employee Policy Guide, etc.*),

Should you have additional questions or need more specific information, please feel free to contact HR Employee Services at 1-800-447-2000.

American Airlines, Inc.
HR Employee Services
MD 5141-HDQ
P.O. Box 619616
DFW Airport, TX 75261-9616

NOTIFICATION OF A RETIREE'S DEATH

Family members should contact Employee Services at 1-800-477-2000 to report the death of the retiree.

GROUP TERM LIFE INSURANCE

**** Make sure Beneficiaries are always kept up to date. Beneficiaries can be changed at any time on Jetnet on the Benefits Page - Beneficiaries.**

An important feature of the retirement benefits program is the availability of the Company-provided term life insurance benefit for its eligible retirees. (For purposes of this benefit, eligible retirees are defined as those retirees who met the eligibility criteria for the Retiree Life Insurance benefit at the time of their retirement from the Company.)

At the time of an eligible retiree's death, the Retiree Life Insurance Plan will pay a benefit to the designated beneficiary(s). The benefit amount is determined by the following:

- Date of birth
- Date of hire
- Retiree's workgroup at the time of retirement
- The pre-retirement monthly salary
- The number of years retired (in some cases)

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- Prior Accelerated Benefit Option (ABO), if any
- PTD, if applicable

How to File a Life Insurance Claim

A Survivor Support Services Representative will notify the life insurance beneficiary(s) in writing of the benefit amount that is payable by the Plan, and a MetLife Beneficiary Life Insurance Claim Statement will be provided. This form must be completed by the named beneficiary(s).

In addition to a completed MetLife Beneficiary Life Insurance Claim Statement, a certified copy of the death certificate will be required for claim processing. In order to expedite the process, the claim statement and certified death certificate should be mailed together.

NOTE: The death certificate will NOT be returned, but will be retained by MetLife for their records.

Methods of Life Insurance Payment

Life Insurance Benefits in the Amount of \$5,000 or Less

If the life insurance benefit is \$5,000 or less, MetLife will issue a check directly to the beneficiary. The issuance of benefits typically occurs within 4 to 6 weeks after MetLife has received the beneficiary claim form and any required supporting documentation.

Life Insurance Benefits in the Amount of \$5,000 and Above

If the life insurance benefit is \$5,000 and above, a no charge, interest generating account (Total Control Account) will be established by MetLife. The Total Control Account is a convenient and competitive option that affords the beneficiary the opportunity to invest life insurance proceeds while deferring financial decisions until a less stressful time. The beneficiary will be issued a "checkbook" and may write checks against the account in amounts of \$250.00 or more, at any time, up to the amount of the available benefit. The beneficiary may withdraw the full account balance by simply writing a check for the full life insurance benefit amount.

Funeral Home Assignment

Often, the funeral home will request payment for services before a life insurance claim can be processed. To assist in these situations, MetLife will accept funeral home assignments. This process allows the beneficiary the option of assigning the entire benefit, or a portion thereof, directly to the funeral home to cover expenses.

In order to process a Funeral Home Assignment, American Airlines must receive the following:

1. A Funeral Home Agreement signed by the life insurance beneficiary(s)
2. An itemized statement of funeral home expenses
3. A certified death certificate

After the Funeral Home Assignment claim has been processed, a check will be forwarded directly to the funeral home in the amount of the assignment, and the remaining benefit, if any, will be sent to the beneficiary(s).

ACCIDENTAL DEATH AND DISMEMBERMENT COVERAGE (AD&D)/ VOLUNTARY PERSONAL ACCIDENT INSURANCE (VPAI)

If the retiree's death was accidental and he/she continued the AD&D or VPAI coverage after retirement, benefits may be payable. You would have to convert this coverage to an individual policy, if so you need to contact Cigna at 1-800-238-2125 directly for filing a claim.

GROUP MEDICAL / DENTAL COVERAGE

****Please refer to the Retiree Benefit Guide for complete Details of Medical Coverages.**

The coverage level for a surviving spouse/DP is based on the age of the surviving spouse/DP at the time of the retiree's death and the work group from which they retired.

Retiree Medical Plans

If the employee was prefunding as an active employee, the spouse/DP will continue to be covered under the American Airlines Retiree Group Medical Benefits Plan through UnitedHealthcare to a maximum of \$50,000 (or the unused balance of your remaining medical maximum benefit balance if less than \$50,000) at the time of your spouse's/DP's death. This will be determined based on your work group and retirement date. **Coverage for hospital/medical expenses will continue until you reach age 65, become eligible for Medicare, or remarry/enter into a new Domestic Partner relationship, whichever occurs first.** At that time, your coverage will cease and may **not** be reinstated.

If the employee was not in a **prefunding** workgroup or chose not to prefund during active employment, the spouse will have the option to purchase the American Airlines Retiree Medical Benefits. The information and cost will be included in the Survivor Support Package.

SUPPLEMENTAL MEDICAL PLAN COVERAGE

The Supplemental Medical Plan is an optional health coverage program that provides an additional \$500,000 in benefits after all AA medical coverage has been exhausted.

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Plan participants pay the entire cost for this coverage. This Plan is administered by HealthFirst.

If the surviving spouse was covered by the Supplemental Medical Plan at the time of the retiree's death, he/she will be eligible to continue coverage. However, Supplemental Medical coverage will cease, if the surviving spouse experiences any of the following events:

- Failure to pay annual coverage premium
- Remarriage
- Exhausts coverage level
- Death

If your Domestic Partner was covered by the Supplemental Medical Plan at the time of your death, your Domestic Partner is eligible to continue the coverage for 90 days immediately following your death, provided he or she pays the contribution rate to continue coverage. Then the Supplemental Medical coverage ends and is not available through COBRA.

Important Note to Continue Coverage:

Survivor Support Services will notify HealthFirst of the death. However, if continued coverage is desired, the surviving spouse must contact HealthFirst at 1-800-711-7083 to arrange for direct billing. ***If HealthFirst is not contacted within 30 days, Supplemental Medical coverage for the surviving spouse will be terminated and cannot be reinstated.***

PENSION BENEFIT

Eligibility for a survivor benefit under the Retirement Benefit Plan (the "Pension Plan" or the "Plan") is determined by criteria set forth by Pension Plan provisions and specific Federal laws that guide the administration of defined benefit plans. The participant's survivor or beneficiary(s), if any, will receive written notification from a Survivor Support Services Representative as to whether a benefit is payable, or not payable, from the Retirement Benefit Plan (RBP) and/or the Variable Benefit Plan (VBP), if applicable.

The survivor benefit, if any, is payable beginning on the first of the month following the participant's death. A Survivor Support Services Representative will provide the benefit eligibility/commencement information and the required forms, as well as a list of applicable supporting documentation (if any) that is needed to commence the survivor benefit. Any undue pension checks were sent to the retiree after the death, those checks should be forwarded to Survivor Support Services.

The following documentation is required to commence the survivor benefit:

- ***Tax Withholding Form***
The pension benefit is subject to both Federal and State taxes (if applicable).

- **A Certified Copy of the Death Certificate**

If a certified copy has been provided for life insurance purposes, it will not be necessary to provide an additional copy.

- **Authorization Agreement for Automatic Deposits Form (Optional)**

If the beneficiary prefers to have the check direct deposited into a checking or savings account, the above form must be completed. In the absence of this form, a physical check will be issued and mailed to the home address indicated on the Tax Withholding Form.

Careful consideration should be given to the desired method of receipt of the pension benefit. If direct deposit is elected, the pension benefit will be posted to the appropriate account on the first day of each month. However, if receipt of a physical check is preferred, the recipient should consider uncontrollable situations, such as, mail delivery delays due to inclement weather, recognized Federal holidays, and prolonged absences away from home, in the decision process.

Pension Plan Trustee / Customer Service Assistance

State Street, the trustee for the American Airlines Pension Plan, issues the pension benefit for all Plan participants. Once the survivor benefit has commenced, all inquires should be directed to the State Street Customer Service Center at 1-888-548-4455.

If the State Street Customer Service Representative is unable to assist you with your inquiry, he/she will direct you to the appropriate contact at American Airlines.

STOCK OPTIONS

If you have Stock Options available to transfer, the paperwork necessary to facilitate the transfer of stock awards is listed in the below table. In order to list the beneficiaries under your accounts information from **both column A and column B will be required.** A Survivor Support Services Representative will notify the surviving spouse of their eligibility or non-eligibility for a survivor benefit.

The documentation under **column A** will serve to name the person responsible for handling the affairs of the deceased employee. That person is generally known as the personal representative or executive/executrix of the estate.

The form under **column B** will allow the personal representative or executive/executrix give official instructions on who should receive the benefit of the stock (beneficiaries). If there is more than one beneficiary, this form will need to include the percentages in whole numbers that should be allocated to each of them, the designation of the primary beneficiary and the corresponding information as listed in the following table.

(A) Many states will allow you to bypass probate if the estate is not significant. Please check with the probate officer at your county clerk's office or with your attorney to determine the applicable document or form.	and	(B)
<u>One of the following:</u> <u>(see glossary below for explanations)</u>		<u>Notarized Letter of Instructions from the person named in the document in Column (A).</u>
• Letter of Testamentary		
• Letter of Administration		
• Waiver of Probate		
• Letter of Heirship		
• Small Estate Affidavit		
• Letter of Attestation from an Attorney on Attorney's Letterhead		

After our legal department certifies these documents, Survivor Support will provide Mellon Investor Services with authorization to add the beneficiaries to the employee's account. Transferees will be notified via mail upon completion of the transfer.

Once the beneficiary receives the official Beneficiary Notification, they will be able to contact JP Morgan Retirement Plan Services at 1-800-345-2345, and ask to be transferred to a Customer Service Representative at Mellon Investor Services. The Mellon Investor Service Representative will confirm the employee's social security number as well as the beneficiary's social security number before any information is released.

Stock - Glossary of Terms:

Letter of Testamentary / Letters of Administration: A document issued by the probate court appointing an individual or corporation, and authorizing that person or corporation to settle the estate of the deceased.

Communications from a probate court officially recognizing that a person has been designated as the executor or administrator of an estate.

Probate: Court proceeding by which a will is proved valid or invalid. Term is used to mean all proceedings pertaining to the administration of estates such as the process by which assets are gathered; applied to pay debts, taxes, and expenses of administration; and distributed to those designated as beneficiaries in the will. Probate is conducted in state courts.

In some states, families with very small estates may be able to use abbreviated probate procedures or avoid probate entirely.

Heir: A person entitled under state laws of intestacy to property of a decedent who did not have a will. At common law, this term was restricted to lawfully born children who could inherit land from an ancestor; under statutes, it includes all those who have the right to inherit from a deceased person if there is no will specifying how it's divided.

Small Estate Affidavit: An official form, executed by the legal heir(s), stating that the person whose estate is sought to be administered is deceased, and that such a person did not leave an interest in real property and that the value of the personal property within the state does not exceed the state's limits.

Attestation: Attestation refers to the act of witnessing a document or a signature in writing. Most contracts and wills contain an attestation clause that simply states that the witnesses have followed the required formalities and that the instrument can take effect.

TRAVEL PRIVILEGES

Travel privileges are extended to eligible family members of the deceased retiree. American Airlines is focused on leading the industry – for its customers as well as for our people. One way we do that is by providing Jetnet, the Web site that provides convenient access to personalized travel privileges – anytime, anywhere. At the time of a retiree’s death the surviving spouse/DP will receive information on how to access the site.

The surviving spouse/DP will have the following travel privileges:

- The surviving spouse/DP and dependent children will receive unlimited D-2 travel privileges on **American Airlines/American Eagle only**. This travel privilege is on a standby, space-available boarding priority.
- The surviving spouse may also authorize twenty-four (24) one-way guest travel passes per calendar year.
- Family members and guests must be registered through Jetnet in order to be eligible to travel.
- The Spouse is **not** eligible for D-2 companion, 5-year or 25-year service charge waived travel.
- If at any time the spouse remarries/DP enters into another relationship travel benefits will cease immediately. Please notify HR Employee Services at 1-800-447-2000 with this information. Any abuse of this travel privilege may result in repayment at full fare value.

JP MORGAN – 401k

If the retiree was a participant of the 401k Plan, the beneficiary on the account will be contacted directly by JP Morgan within 2-3 weeks of receiving notification of the death. The telephone number for JP Morgan is (800) 345-2345.

CREDIT UNION

If the retiree was a member of the Credit Union, the beneficiary on the account will be contacted directly by the Credit Union within 2-3 weeks of receiving notification of the death. The telephone number for the American Airlines Credit Union is (800)533-0035.

EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program (EAP) is a benefit available to all retirees, their spouses/Domestic Partners, and their family members. EAP is a valuable source of information available to you during this difficult time in your life. The EAP provides a confidential referral to professionals in the community for counseling, psychotherapy, and treatment of emotional distress. Any charges associated with professional services provided are your responsibility. These charges may be covered under the provisions of your Group Health Plan. You may contact a representative at (800)555-8810.

Survivor Support Services Quick Reference Guide

Employee Services	American Airlines	(800)-447-2000, option 5
Payroll	American Airlines	(918)-254-3433 or 800-447-2000 option 1
Medical Claims	United Healthcare Standard Plan Point of Service Plan	(800) 638-9599 (800) 545-9075 Web site: www.myuhc.com
Prescription Drug Program	Medco Unless over age 65 United Healthcare	(800) 988-4125 Web site: www.medco.com (800) 638-9599
Supplemental Medical Plan	HealthFirst TPA, Inc.	(800) 711-7083
Dental	MetLife	(800) 638-9599 Web site: www.metlife.com
Vision	Spectera	(800) 638-3120 Web site: www.spectera.com
Life Insurance Claims	MetLife	(800) 638-6420 Web site: www.metlife.com
AD&D / VPAI	Cigna	(800) 238-2125
Long Term Care	MetLife	(800) 438-6388
Health Care and Dependent Day Care FSA's	UHC	(877) 311-7849
Grief Support/Counseling	Employee Assistance Program (EAP)	(800) 555-8810
Golden Wings	Additional Medical	(800) 521-2510
TWU Optional Life	Future Planning Assoc.	(800) 626-0291
COBRA	CONEXIS	(877) 722-2667 E-mail: customerdelivery@conexis.com
Ceridian	Retiree Medical billing	(800) 995-9935 Web site: www.ceridian-benefits.com
Credit Union	Member Services	(817) 963-6000

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Pension Check Inquiries	State Street	(888) 548-4455
\$uper\$aver 401(k)	J.P. Morgan	(800) 345-2345
Social Security Benefits	Social Security Admin.	(800) 772-1213
Veteran Benefits	Veterans Administration	(800) 827-1000