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An important message from American



We are writing to inform you about an incident involving unauthorized access to your online AAdvantage® account. An unauthorized third party recently used email addresses and passwords obtained from sources other than American Airlines to log into certain accounts, including yours. This could have resulted in access to the information that you see when you log in to your account, such as your name, email address, phone number, postal address, date of birth, the last four digits of your credit or debit card and its expiration date, your AAdvantage number, and information about the miles, mileage activity, the points that you have accrued, and the last four digits of passport numbers. In a small number of cases, known-traveler IDs and redress numbers, as well as the last four digits of U.S. resident card numbers, also may have been compromised. Based on our review, the unauthorized access occurred on or about December 30, 2014.

Importantly, the affected accounts do not contain Social Security numbers or full credit or debit card numbers. We are in the process of working with U.S. federal law enforcement and are continuing to investigate the incident.

For your security, we have locked your online AAdvantage account. To create a new account, please visit aa.com and click on the Join AAdvantage option in the Log In box in the lower left side of the screen. You will need to create a new password during enrollment. You should not use the password you previously used for your AAdvantage account. Also, you should not use a password that you use for other online accounts.

Once you have created a new account and password, [contact AAdvantage® Customer Service](#) at your convenience and request that the miles from your old account be transferred into your new account. You can reach AAdvantage Customer Service at 800-882-8880. (From outside the U.S. and Canada, you may call AAdvantage Customer Service at 1-817-786-3796. Or Fax to 1-817-963-7882).

Additionally, we have contracted with Experian to provide you a free one-year membership in Experian's credit monitoring program. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on identification and resolution of identity theft. You may sign up for this service by following the instructions included in Attachment A. You will be able to access this offer at no cost until April 30, 2015.

Any unauthorized transfers of miles will be credited to your account. Nonetheless, we recommend that you carefully review your statements, account activity, and credit reports to help protect the security of your accounts. Attachment B contains more information about steps you can take to protect yourself against fraud and identity theft.

We apologize for any inconvenience this may have caused you. American Airlines takes information security very seriously and will continue to work to ensure that appropriate measures are taken to protect the personally identifiable information we maintain.

If you have further questions, please [contact AAdvantage® Customer Service](#).
After business hours, please [contact aa.com Web Services](#).

Regards,



Steven D. Leist
Chief Privacy Officer
Vice President – Technology Infrastructure

Attachment A

To help protect your identity, we are offering a **complimentary** one-year membership in Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

ACTIVATE PROTECTMYID NOW IN THREE EASY STEPS

1. ENSURE That You Enroll By: **April 30, 2015** (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site to enroll: www.protectmyid.com/redeem
3. PROVIDE Your Activation Code: **_CODE_**

If you have questions or need an alternative to enrolling online, please call 877-371-7902 and provide engagement # [REDACTED].

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - Identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance*:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

*Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Attachment B

ADDITIONAL INFORMATION FOR U.S. RESIDENTS

To protect against possible fraud, identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements and to monitor your credit reports. Provided below are the names and contact information for the three major U.S. credit bureaus and additional information about steps you can take to obtain a free credit report, and place a fraud alert or security freeze on your credit report. If you believe you are a victim of fraud or identity theft you should consider contacting your local law enforcement agency, your State's attorney general, or the Federal Trade Commission.

INFORMATION ON OBTAINING A FREE CREDIT REPORT

U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit reports, visit www.annualcreditreport.com or call toll-free (877) 322-8228.

INFORMATION ON IMPLEMENTING A FRAUD ALERT OR SECURITY FREEZE

Consider contacting the three major credit bureaus at the addresses below to place a fraud alert on your credit report. A fraud alert indicates to anyone requesting your credit file that you suspect you are a possible victim of fraud. A fraud alert does not affect your ability to get a loan or credit. Instead, it alerts a business that your personal information might have been compromised and requires that business to verify your identity before issuing you credit. Although this may cause some short delay if you are the one applying for the credit, it might protect against someone else obtaining credit in your name.

A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing or other services.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a fraud alert or security freeze on your credit report, you must contact the three credit bureaus below:

Equifax:
Office of Fraud Assistance
P.O. Box 105069
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian:
Credit Fraud Center
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion:
TransUnion LLC
P.O. Box 2000
Chester, PA 19022-2000
1-800-916-8800
www.transunion.com

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either a police report, investigative report, or complaint to a law enforcement agency concerning identity theft; and
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

ADDITIONAL RESOURCES

You may wish to visit the web site of the U.S. Federal Trade Commission ("FTC") at www.consumer.gov/idtheft or call the FTC at 1-877-382-4357 for further information about how to protect yourself from identity theft. Your state Attorney General may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your State Attorney General, or the FTC.



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