



Our thoughts are with all of you and your families as we navigate this unprecedented crisis caused by the COVID-19 pandemic.

CWA has negotiated a voluntary leave option for American Airlines agents. The voluntary leave options include the company-paid portion of your health insurance and retention of seniority for 3 months, 6 months and 12 months. Under the agreement American will also offer early out options with no money, just health insurance.

You can find details of these options and a link to volunteer for the leave on Jetnet. In some stations work is being offered to re-accommodate customers as the call volume is very high. Volunteers will be considered if you have ticketing experience. Look for postings.

CWA will continue to work with American to enhance safety for you as you continue to work.

This is a very fluid situation and changes day by day so make sure you are looking at Jetnet on a daily basis for company updates.

In the meantime, CWA's Health and Safety Department has established a process for members to report any incidents of exposure or infection. If you believe you have been exposed to COVID-19 or are experiencing symptoms consistent with infection, contact your healthcare provider immediately and notify your supervisor. Please report any instance of infection to CWA's Airline Council by sending an email message to info@cwaagents.org.