

AmericanAirlines

April 17, 2002

Mr. Christopher Bigbie
HR Marketing & Events

RE: OneStop Self-Service Zone Video

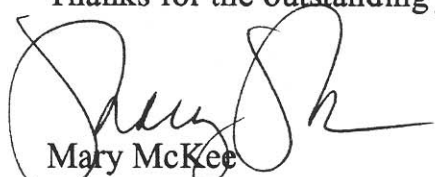
Dear Christopher:

Thank you very much for your coordination and creative talent on the [video](#) promoting OneStop Self-Service for non-revenue travel.

With an exceptionally short production time frame, your team was able to create an entertaining and professional-quality video using no external resources. The video has been an overwhelming success, and we receive requests for copies of it daily.

As a small token of our appreciation, please accept this framed certificate and 5,000 AAchievers points.

Thanks for the outstanding job!



Mary McKee
Managing Director-Airport Automation



Brad Aspgrén
Sr. Manager Business Technology



Maryanne Coelln
Sr. Project Manager

Enc.

cc: Martha Lien
Susan Gordon
Jina Lund ✓