

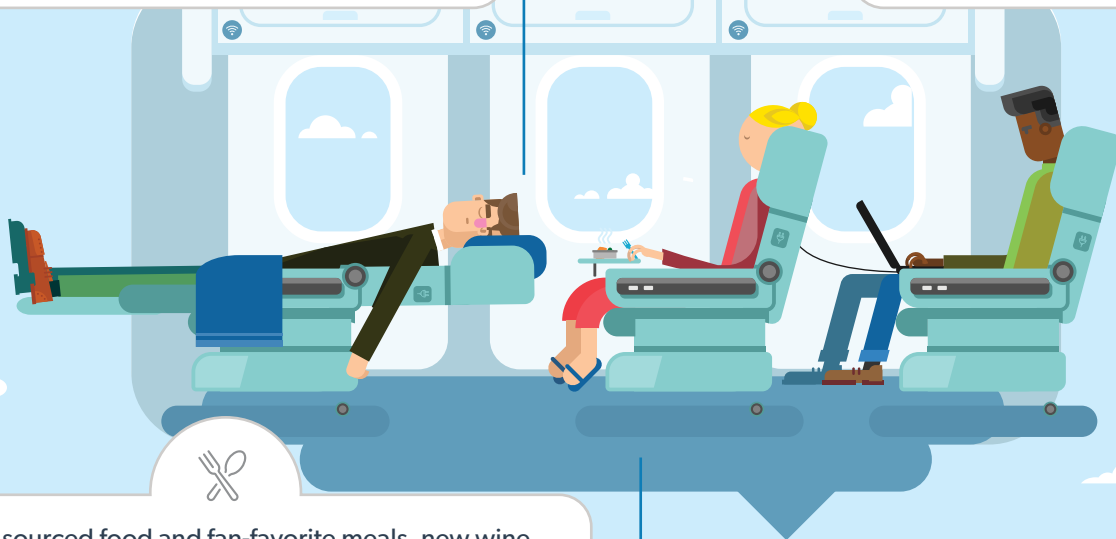
U.S. airlines invested more than \$17 billion in 2015 in enhancing the customer experience —
THAT IS MORE THAN \$20 PER PASSENGER



Better cabin experience with larger overhead bins for luggage and lie-flat seating in business class



More USB power access, better wifi and inflight entertainment



Locally sourced food and fan-favorite meals, new wine and craft beer options



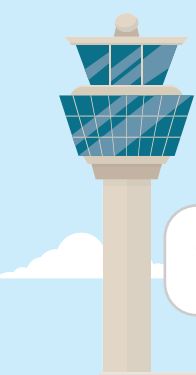
Expanded route network with greater scope and frequency and larger planes



Continued rollout of advanced smartphone apps and faster check-in kiosks



Innovative security lanes move passengers through security faster and more efficiently



Improved baggage systems

1,300+

Renewing fleets with plans to buy more than 1,300 new planes, boosting operational reliability and environmental performance

