

# AMERICAN AIRLINES IS ELIMINATING CONSUMER CHOICE

## AMERICAN AIRLINES IS HOLDING REWARDS HOSTAGE

Starting July 11, American Airlines will stop awarding AAdvantage miles and loyalty points for flights booked through most travel agencies, including leisure, corporate and government travel. Customers could lose the ability to earn miles unless they book directly with American Airlines or through a few "preferred" agencies that have not yet been named.

**This anti-competitive, anti-consumer move by American Airlines demands a response.**

## HIGHER PRICES, LESS PROTECTION

Prices for the same flight can vary wildly when consumers directly book with American Airlines depending on the consumer's online data. Booking channels used by most travel advisors do not allow American Airlines to inflate prices by profiling consumers. Travel advisors are important consumer advocates when travel complications inevitably occur. American Airlines' actions will lead to higher prices and less protection for the traveling public, while threatening the revenue of thousands of small businesses across the country.

## AMERICAN AIRLINES HAS MONOPOLY POWER ACROSS THE COUNTRY

American Airlines is the only major U.S. airline aggressively pushing for this change. Using its dominant market position, American is undermining consumer rights and small businesses. American will be able to abuse its market power to inflate ticket prices, especially in cities where consumers have few other options.

### BY THE NUMBERS



Share of airline tickets sold by travel advisors and agencies



**\$95 billion**

Value of airline tickets sold by travel advisors and online agencies in 2023



**160,000**

Travel advisors across the country



**700,000**

U.S. jobs supported by the travel agent industry



**98%**

Share of travel agencies that are small businesses



**\$48.5 billion**

Market size of U.S. travel agency sector in 2022



**52%**

Share of air sales by leisure travel agents in 2022 (vs. 39% in 2019)



Learn More:



## DON'T LET AMERICAN AIRLINES DISENFRANCHISE CUSTOMERS AND ELIMINATE CONSUMER CHOICE

By denying miles to flyers who book with a travel agency, American Airlines is forcing consumers to forgo the valued services of a travel advisor and costing these small businesses millions of dollars. Congress must take a closer look at this anti-consumer policy before other airlines follow American's example.

