

February 20, 2023

The Honorable Dr. Keith Christopher Rowley
Prime Minister of the Republic of Trinidad and Tobago
Office of the Prime Minister
Whitehall
No. 29 Maraval Road
St. Clair
Newtown 190108

Re: American Airlines Apology:

Dear Most Honorable Prime Minister,

On behalf of American Airlines, please accept my sincerest apology for not proactively approving the request for expedited treatment and the inconvenience caused during your departure from Guyana's Cheddi Jagan International Airport (CJIA). We sincerely regret that we fell short of your expectations while traveling from Guyana to Miami to connect on a flight to The Bahamas for the Caribbean Community (CARICOM) summit.

American greatly treasures the relationship with you and the citizens of Trinidad and the Tobago. We will strive to ensure that all of your future travels on our airline are pleasant and exceed your expectations. American prides itself on delivering a high level of respect and service that our customers deserve. Please do not hesitate to contact me if you have any questions or concerns.

Most Sincerely,

