



March 11, 2022

DUMONDE GROUP INC  
1058330

Dear Agency Partner,

Considering recent events related to COVID-19, American and its Joint Business Partners want to express our commitment to you and your business by offering to extend the current term of your North America Based Joint-Business Incentive Agreement under the same terms and conditions as previously agreed.

By this letter agreement, the General Terms and Commercial Addendum will be extended until June 30, 2022. Should you decide to reject this offer of extension, please contact your Account Manager no later than March 25, 2022. Unless we hear from you on or before March 25, 2022, we will extend the term of your agreement as noted above.

This extension enables us to maintain our strong relationship as we both navigate through the current challenges of our industry. We remain committed to offering you not just the best but also industry leading programs for the future growth of both our businesses.

As always thank you for continued support.

Best regards,

American Airlines Agency Programs  
on behalf of American Airlines, British Airways, Finnair, Iberia, and Japan Airlines



March 11, 2022

DUMONDE GROUP INC  
1058330

Dear Agency Partner,

As we continue to navigate through this challenging time the value of our relationship could not be more important. Therefore, American and its Joint Business Partners would like to continue to offer you the same guaranteed incentive payment rate program you received second quarter 2020 – first quarter 2022.

For second quarter 2022, we will calculate your Backend Incentive payment rate in each geographic market based on the average payment rate of your three top scoring quarterly performance periods of 2019. That Incentive Rate will be applied toward your respective quarter 2022 Net Flown Revenue in order to calculate your Backend Incentive.

Any and all other incentives tied to Revenue Share Performance will assume this methodology.

Payments will be processed according to our standard quarterly payment schedule within eight to ten weeks after the end of the respective quarter.

If you choose to accept the guaranteed incentive payment rates in lieu of your actual 2022 performance period incentive, please sign this letter by March 25, 2022. This guaranteed incentive payment rate program is contingent on your acceptance of your North America Joint-Business Incentive Agreement Extension.

If you decline the guaranteed incentive payment rates, please use the “Other Actions” option above and decline to sign.

As always thank you for continued support.

Best regards,

American Airlines Agency Programs  
on behalf of American Airlines, British Airways, Finnair, Iberia, and Japan Airlines

*Andre Nunes*  
\_\_\_\_\_  
Signature of authorized person  
**Andre Nunes**  
\_\_\_\_\_  
Name of authorized person  
**President**  
\_\_\_\_\_  
Title of authorized person  
**3/11/2022**  
\_\_\_\_\_  
Date



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1058330

The following Special Upfront Incentives are contingent on your acceptance of your North America Joint-Business Incentive Agreement Extension.

TBD103BC	April 1, 2022 - June 30, 2022
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**Joint Business Incentive Agreement  
North America Point of Sale Commercial Addendum  
Special Upfront Incentive Terms and Conditions**

CONFIDENTIAL

**Agency:** DUMONDE GROUP INC  
**Coverage Code:** 1058330

Please use this in conjunction with the terms and conditions outlined in your current North America Point of Sale Commercial Addendum. This Special Upfront Incentive Program is valid for a short term. All other Incentives in your Joint Business Incentive Agreement remain unchanged, and all contractual terms remain in effect.


**Applicable Airlines:** American Airlines (AA)  
**Ticketing Period:** Valid for tickets issued April 1, 2022 through and including June 30, 2022  
**Travel Period:** No restriction

**This tactical offer will be discontinued if your North America Point of Sale Commercial Addendum is expired, terminated, or amended to exclude upfronts in this entity.**

UPFRONT INCENTIVE. Agent's Authorized Sales Outlets may deduct an Upfront Incentive based on the Incentive Table below. Incentive Rates are based on the first character of fare basis code. All tickets must have a point of sale in North America to qualify for the Upfront Incentive.

**All Travel on AA (North America Point of Origin per the table below)**

(Currency: USD)

Caribbean TBD103BC		American Airlines 																			
		First		Business						Economy											
Origin	Destination	F	A	J	C	D	R	I	Y	B	H	K	M	L	W	V	G	S	N	Q	O
North America	Caribbean/USVI/Puerto Rico	*	*	*	6	*	*	*	*	6	*	*	*	*	*	*	*	*	*	*	*
Caribbean/USVI/Puerto R	North America	*	*	*	4	*	*	*	*	4	*	*	*	*	*	*	*	*	*	*	*

**SPECIAL UPFRONT INCENTIVE TERMS AND CONDITIONS**

Contractor's or any sales outlet's first deduction of any Upfront Incentive in this Special Upfront Incentive Program shall be deemed contractor's acceptance and agreement to the terms and conditions of this Special Upfront Incentive Program. Unless expressly stated to the contrary in Exhibit B.

See Full Terms and Conditions at:

[https://saleslink.aa.com/en-US/disclaimers/AgencyTerms/pdf/JIA\\_NA\\_Domestic.pdf](https://saleslink.aa.com/en-US/disclaimers/AgencyTerms/pdf/JIA_NA_Domestic.pdf)

**ADDITIONAL STANDARD TERMS AND CONDITIONS**

**Confidentiality.** These terms, the Incentives, fares and any current or historical data or other information we exchange with each other at the corporate level must be kept confidential, except from others who need to know such information solely so that they can assist in assessing or servicing your travel needs or implementing these arrangements and who are bound by corresponding confidentiality obligations. For example, we may disclose data and information to our immunized alliance airline partners, subsidiaries, and affiliates.

Thank you for your continued support!  
American Airlines Agency Programs Team



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