

Flight Attendant Quick Contact Guide

Flight Attendant Service Center

1-800-847-2739 / 817-956-2739 (log-in, press “#”, then “6”)

Press “1” for Training Support Service Center (TSD)

- Schedule Training & Transportation
- Home Study Online Tech Support
- Voluntary Equipment Training

Press “2” for Family Leave of Absence Center (FMLA)

- Recode absences to FMLA

Press “3” for Administrative Service Center (Maternity, Pay, Name & Address Changes)

- Maternity Info, Paid/Unpaid Processing
- Paycheck Questions
- Overpayments
- 420 Lookback
- Leaves of Absence
- Name and Address Changes
- VEOP Date Changes

Press “4” for Injury on Duty

- 1st prompt – enter the extension
- 2nd prompt – hold for the next available IOD Admin

Other Flight Attendant Pay Contacts

Payroll Service Center 1-800-447-2000 option #6

Live Chat from ePays or Email Flight.Payroll@aa.com

- Complex Paycheck Questions
- W2, W4
- Missing/Error on Paycheck
- Tax questions
- Garnishments
- Direct Deposit

Crew Compensation – 1-800-847-2739 / 817-956-2739 (log-in, press “#”, then “4”)

- HI1 and HI2 Pay
- Language/Galley/Purser/Training Pay

- Drug & Alcohol Pay
- Reassignment
- Pay
- Time Away From Base (TAFB)
- Extended TAFB
- Guarantee
- G Time (Ground Time) questions

Crew Schedule – 1-800-847-2739 / 817-956-2739 (log-in, press “#”, then “3”)

- Callout Pay for today’s operation

HIDIR / HICLAIM DECS

- File for Holding or Ground Pay
- Issues with Understaffing Pay

AA/APFA Collective Bargaining Agreement (Available on Jetnet/AAFlightService website/My Tools)

- Hourly Rate of Pay
- Pay Steps

NRSA (NRSA.Refunds@aa.com)

- For NonRev Charge Questions please use the email address above

HR Employee Services 1-800-447-2000 option 1-5

- Benefits Questions

Salary & Employment Verification

- The Work Number: 1-800-367-5690 or www.theworknumber.com