

To: All Retirees of Delta Air Lines, Inc.  
Message Subject: Delta Certification Requirements  
Message Date: December 2, 2011

As a service to our members and to all Delta Air Line retirees for whom we have an address, we are reminding everyone that they must comply with the Delta "CERTIFY" program which was outlined in a mailing you should have **already** received from Delta Air Lines. In this mailing Delta outlines their requirement that all retirees update and certify that their information on file with Delta is accurate.

**Due to the serious consequences if you do not comply we recommend that you take action as soon as possible as the deadline for compliance is January 31, 2012.**

If you have not received the mailing from Delta call the Delta Employee Service Center (ESC) at 1-800 MY DELTA (1-800-693-3582), Monday through Friday, 8 a.m. to 5 p.m. EST and follow the prompts to be connected with a representative who can answer your questions. You will need your 9-digit Delta Primary Pass Rider (PPR) number, excluding alphabetic characters, and your birth month and day (mm/dd) to log in. For additional information about CERTIFY, visit the Employee Data Verification web site on DeltaNet.

The DeltaNet website is: <http://dlnet.delta.com/>

- **Important: Do not contact DALRC for help with CERTIFY. It will only delay things if you do. We can't do it for you, and we can't answer questions about CERTIFY. This is strictly between you and Delta.**
- **Everyone must comply, it's important! All employees and retirees need to certify their information so that they have access to insurance benefits (if applicable) and pass travel privileges.**
- **The health insurance mentioned in the Delta mailing is the Delta benefit for active employees. You must complete the certification even if you do not have health insurance paid for by Delta.**
- **You will lose your pass and buddy pass privileges if you do not comply. Our understanding is that there will be no appeal.**
- **All responses must be online so if you do not have a computer, you must find a friend or relative to help you. Again, DALRC cannot do this for you.**

The following is a direct quote from the Delta mailing. If you did not receive the Delta mailing, call the Delta Employee Service Center:

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Why is Certify important?

When you validate the information that we have for your dependents, you help Delta eliminate the unnecessary cost associated with the enrollment of ineligible family members in Delta's insurance benefits. Similarly, you help us to maintain the value of pass travel privileges and buddy passes that we all enjoy.

What's the Process?

You will be asked to complete CERTIFY by following these simple steps:

1. Answer questions in Employee Self Service that will certify your current relationship with dependents on file. **Note: If you do not have dependents on file, this step will not apply to you.**

- Based on your responses, your dependents will either be "Certified" or "Non-Certified"

- Certified dependents will remain on file for insurance benefits and/or pass travel privileges.

- Non-Certified dependents will be dropped from Delta's systems and will no longer have access to insurance benefits and/or pass travel privileges effective March 1, 2012.

2. Answer questions acknowledging your agreement to follow the Buddy Pass policy. **Note: You must complete this step whether or not you have dependents on file.**

- Based on your responses, you dependents will either be "Certified" or "Non-Certified" for Buddy Passes.

- Certified employees will continue to have access to the Buddy Pass Program.

- Non-Certified employees will be dropped from the Buddy Pass Program effective March 1, 2012.

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Carl W. Brul, Chairman  
Board of Directors, DALRC, Inc