

THE WORLD AT YOUR FINGERTIPS

[NAME]
[ADDRESS]
[CITY, STATE, ZIP CODE]

WELCOME!

Delta Air Lines is pleased to welcome Northwest retirees and survivors to the Delta family. The information in this brochure will help you take action to:

- Understand how to access current company news and information online;
- Use certain benefits, including enhanced travel privileges;
- Understand how to keep Delta up-to-date on your address and other information; and
- Get assistance when you need help.

Your Delta Passport ID (shown below) and the Passport password that you create (instructions are on page 3) are all you need to put the world at your fingertips.

To get started with online access, here is your Delta Passport ID:

[123456789]





Rob Kight
Vice President,
Compensation, Benefits
& Services

Delta Air Lines, Inc.
Post Office Box 20706
Atlanta, GA 30320-6001

May 18, 2009

To: Pre-Merger Northwest Retirees & Survivors
From: Rob Kight – Vice President, Compensation, Benefits & Services
Subject: Welcome to Delta!

Please read carefully and take immediate action!

We are excited to have you as part of the extended Delta family. We are hard at work putting these two proud companies with rich histories together to make one great airline. As we do that, you can expect the same great delivery you've been used to of things like pension payments, medical benefits and travel privileges. Staying connected will be important so that you can keep up with the latest company news, manage your personal information and access your retiree benefits.

As you may know, we recently announced the details of our integrated pass travel policy that will be launched this summer. All Delta and Northwest colleagues will benefit from one of the most generous nonrevenue pass travel programs in the industry with the largest, most comprehensive network of routes in the world. Pre-merger Northwest retirees will see a number of enhancements as a result of the integrated policy. In addition to the elimination of pre flight segment fees that you have been paying, you will soon be able to provide travel for nondependent children, travel companions and parents. You will also have an annual allotment of Buddy Passes. For more details, be sure to check out Delta's internal Web site, DeltaNet, for the Pass Policy Side-By-Side, which provides a comparison of the new policy with those policies currently in place at Delta and Northwest, as well as the Retiree & Survivor Travel Fact Sheet that describes the basic elements of the pass policy that will become effective June 23, 2009. Information on how to access these tools can be found on page 4 of the brochure.

At Delta, we want you to have access to company and personal information anywhere, anytime. That is why you will find that we have a history of investing in Internet accessible tools that allow one-stop access to virtually everything you need. Delta also strives to be a "green" company, and with the help of our employees, retirees and survivors, we are constantly making conservation efforts that are lessening the impact on our environment and saving Delta money. It is important to know that our primary means of communication with our employees, retirees and survivors is via DeltaNet.

In order for you to be able to access Delta's system, you will need your 9-digit Delta Passport ID number (Shown on the front cover of this brochure). To use your Delta Passport ID, you will also need to establish a password that will be used to access Delta's systems.

This brochure will guide you through the steps to register your Delta Passport ID, establish a password, access company information, update your personal information, and get assistance when you need help. Turn the page and begin your journey on how to use Delta's online tools. Once again, welcome to Delta!

Rob Kight
Vice-President – Compensation, Benefits & Services

Take Action To Get Started

ESTABLISH YOUR DELTA PASSPORT PASSWORD

Get started here! In order to access Delta's systems and internal information, you will need to register your Delta Passport ID and set up a unique password of your choosing. Your 9-digit Delta Passport ID is located on the cover page of this brochure. Depending on the system used, your Delta Passport ID may also be referred to as a "9-digit Delta employee number" or "Primary Pass Rider (PPR)" number. Your Passport ID and unique password electronically validate your identity so that your personal information is secure. You should safeguard this information as you would any password.

STEP	ACTION
1	From any computer: access Delta's Password Account Self-Service site at http://register.delta.com
2	To log on: <ul style="list-style-type: none">• In the Delta Passport ID field: Type your 9-digit Delta Passport ID• Select New User or Forgot Password
3	In the blank field: Type your birthday as MMDD (for example, September 30 would be entered as 0930)
4	From the Identity Verification Setup page: Select, answer and confirm a total of five questions from the list provided. After completion, click Submit
5	If successfully submitted, the page will process and display a successful message. Then, select Continue
6	In the New Password field, type your new password Note: Passwords must contain at least: <ul style="list-style-type: none">• 8 letters and numbers• one upper case letter• one lower case letter• one numerical character
7	In the Confirm Password field, type the same password. Click Submit Note: If the password submitted is successful, the page will process and display a successful message.

If additional technical assistance is required, contact 1-888-714-0529.

Congratulations, you have established your Delta Passport password! You are now ready to log into DeltaNet and gain access to other important applications.

FREQUENTLY ASKED QUESTIONS

I created a password for my Delta Passport ID when I was an active employee. Do I need to create a new password? Yes. You must create a new password. Please note that you may not use the same password you used before.

DELTANET

DeltaNet is a site for employees, retirees and survivors to access the latest company news, company info, department info and employee info from anywhere at anytime. Delta News Network (DNN) contains feature stories, executive memos and videos.

To access DeltaNet, follow these steps:

STEP	ACTION
1	From any computer with Internet access: Go to DeltaNet by entering in the address http://dlnet.delta.com . Note: For maximum capability, please use one of the most recent versions of Internet Explorer.
2	From the DeltaNet Portal page, select Retirees .
3	To Log on: In the Username field: type your Delta 9-digit Passport ID. In the Password field: type your Delta Passport password. Select Logon (DeltaNet home page appears).

Congratulations, you now have access to Delta's internal Web site, DeltaNet. For a comprehensive guide to most of the resources available on DeltaNet, please be sure to check out the video titled "Information at Your Fingertips," which can be accessed under "Start Here" on the left of the DeltaNet home page. In addition, you will find a short tutorial on how to navigate DeltaNet, titled "DeltaNet Demo Tour."

FREQUENTLY ASKED QUESTIONS

Can I access DeltaNet from any computer? Yes, from any computer with Internet access.

Do I have access to RADAR? If you have access to RADAR today, you will continue to use your Northwest ID and password to access RADAR. It is conveniently accessible on DeltaNet in the upper right corner under NWA Links.

RETIREE & SURVIVOR CONNECTION

As we continue to integrate processes and policies, the Retiree & Survivor Connection page will be your source for benefits, travel and special feature stories unique to retirees and survivors.

To access Retiree & Survivor Connection, follow these steps:

STEP	ACTION
1	From the DeltaNet home page, place your mouse over the Employee Info tab at the top of the page.
2	Select Retiree Connection from the drop-down menu.

On this page there are feature articles on how to get involved at Delta, retiree resources and special topics for survivors. This is also where you will find the Retiree & Survivor Pass Travel Fact Sheet that describes the basic elements of the pass travel policy that will be become effective June 23, 2009. On the right side of the page, you will see a special section for pre-merger Northwest employees that contains links to frequently needed information on RADAR.

The World At Your Fingertips

DELTA PASS TRAVEL HIGHLIGHTS FOR RETIREES AND SURVIVORS

Pass travel privileges are one of the most important perks we look forward to as retired airline employees and survivors. For many of us, pass travel was what attracted us to this industry. With the launch of our integrated pass travel policy this summer, retirees and survivors will benefit from one of the most generous nonrevenue pass travel programs in the industry with the largest, most comprehensive network of routes in the world.

There will be numerous changes for people from both pre-merger carriers associated with this summer's launch, and we want to make this transition as easy as possible for you and your family members. Expect to see a more detailed communication about the pass travel policy, as well as training on how to use the new TravelNet, as we get closer to the date of our program launch. These highlights outline the major policy changes at a high level. Please visit the Delta Retiree & Survivor Connection periodically for more updates.

MAJOR COMPONENTS OF THE POLICY

The integrated pass policy will represent some blending of the current policies in place at Delta and Northwest today – however, it will primarily maintain current Delta policies as its core:

- Boarding priority will be consistent with Delta's current policy - based on employment date, without regard to pre-retirement employment classification. Northwest's current policy has different boarding priorities for management and contract job retirees. We believe Delta's long-standing policy provides the best opportunity for all employees, retirees and survivors to enjoy pass travel. Also consistent with Delta's current policy, retired pre-merger Northwest management employees will be boarded after all active employees.
- Taking the best of both policies by expanding pass rider eligibility to include opposite-sex domestic partners, stepchildren (that do not reside in your home but who are considered tax dependents) and up to four parents per retiree (including stepparents, not in-laws). When combined with eligibility for nondependent children (new for pre-merger Northwest retirees and survivors), you will have more

opportunities to share your travel privileges with family members than anyone in the industry.

- Lastly, all employee travel segment fees will be eliminated. Instead, employees, retirees and survivors will pay a flat, \$50 annual pass activation fee for complete space-available travel access to the economy, first class and BusinessElite cabins of all aircraft — both mainline and connection flights. This low, once-a-year fee also covers all other authorized pass riders on your account — no matter how many - and allows for access to your Buddy Pass allotment.

NEW, STREAMLINED TRAVEL EXPERIENCE

With the launch this summer, the current paper ticket processes associated with the Fly Together program will be eliminated and travel on both Delta and Northwest flights will follow the same policies.

It takes significant technology systems to operate our pass travel programs so that they are efficient for employees, retirees and survivors and cause the least amount of distraction possible for our airport customer service and reservations sales employees. We are investing \$1.8M in technology to support our employee travel system, and while the majority of our policies will be integrated on June 23, 2009, due to system constraints, some details of our pass policy will not be aligned until full inventory integration in 2010.

TravelNet, the system that Delta uses today for leisure travel, will re-launch as the single Web site for travel on all Delta and Northwest flights with a brand new look and feel. It will include a number of improvements that will make it easier for you to use your privilege with the least impact on serving our paying customers.

Some details of the travel process will differ for Delta and Northwest flights until inventory integration in 2010 because they require a single reservation system — Deltamatic; however, all retirees and survivors will benefit from this streamlined travel experience that will support Web-based flight availability and listings. We want to be sure that you're ready for this change, and an additional communication will be distributed to all retirees and survivors as we approach the re-launch of the new system.

ADDITIONAL PASS RIDERS

Pre-merger Northwest retirees and survivors will see a number of enhancements as a result of the integrated policy. In addition to the elimination of segment fees, retiree and survivor travel will include travel for nondependent children, travel companions and parents, as well as Buddy Passes.

BUDDY PASS CHANGES ALIGN WITH INDUSTRY

Retirees and survivors at Delta currently enjoy sharing their travel privileges with their family and friends through the Buddy Pass program, and we are pleased to newly offer this valuable benefit to pre-merger Northwest retirees and survivors. We are also maintaining the Delta policy that allows Buddy Pass riders to travel unaccompanied.

It's important to understand, though, that passengers who use Buddy Passes would have otherwise purchased a confirmed ticket at a higher fare — overall, this program is a cost to Delta. In addition, and particularly in some popular markets, the volume of Buddy Pass riders poses serious operational challenges in our airports, particularly when inexperienced pass riders are not familiar with our nonrevenue travel processes. Therefore, we will implement a few changes designed to balance the value you place on this privilege with the cost and impact that this program has to the operation.

- Delta's Buddy Pass fares are the lowest in the industry and have been increased only once in the 13 years this program has been in existence. On June 23, 2009, Delta's Buddy Pass fares will increase to better align with the industry.
 - o These changes will result in net cost increases in the range of 10%-35% for domestic travel and up to 13% for transoceanic travel on average, depending on the specific market.
 - o Even with these changes, Delta's average Buddy Pass fares will remain lower than the current average fares in place at Northwest for domestic travel and lower than average Buddy Pass fares at most of our competitors.
 - o In the future, we will continue to monitor and update our Buddy Pass fares relative to our overall fare structure.
- All new international stations announced after July 1, 2009, will embargo Buddy Pass travel for a one-year period to allow the local station teams to focus on our revenue passengers, while familiarizing themselves with our pass policies.

Remember, it's always your responsibility to ensure your Buddy Pass riders are familiar with the nonrevenue pass travel etiquette and that the passes are purchased at the price quoted in TravelNet. It is never allowed for employees, retirees or survivors to make a profit by selling Buddy Passes.

Please direct your questions about our new policy to our new email address: passtravel@delta.com.

EMPLOYEE CONNECTION

Now that you have had an opportunity to view the Retiree & Survivor Connection, let's look at another valuable resource: the Employee Connection site. It is a one-stop source of HR policy and information about Delta's active health benefits and insurance, pass travel policies and many other services. While this site is intended for use by active employees, many retirees and survivors find it helpful to refer to this page for the "How To..." instructions for completing online tasks, such as updating your personal information or adding dependents.

To access Employee Connection, follow these simple steps:

STEP	ACTION
1	From the Retiree Connection page or the DeltaNet home page, place your mouse over the Employee Info tab at the top of the page.
2	Select Employee Connection from the drop-down menu.

While you are here, take a moment to read how to "Add/change/remove travel dependents."

PASS TRAVEL

In addition to the travel information on the Retiree & Survivor Connection, it is a good idea to become familiar with the Pass Travel site for the latest information about Delta's integrated pass travel policy, eligibility guidelines, procedures and pass travel alerts. This site is also a great reference tool for several other online travel resources (e.g., Visa & Passport Information, Embassy/Consulate Registration) and an archive of past pass travel feature articles.

To access the Pass Travel site and locate the latest information about Delta's integrated pass travel policy (effective June 23, 2009), follow these simple steps:

STEP	ACTION
1	From the Employee Connection page, select Travel from the left menu.
2	Select the Read More link in the center of the page at the bottom of the " Delta unveils integrated employee travel policy " article, select the Read More link.
3	Read the article and select the links at the bottom for more information. Note: <i>This is where you will find the Pass Policy Side-By-Side document, which provides a comparison of the new policy, effective June 23, 2009, with those policies currently in place at Delta and Northwest.</i>

If you have questions about Pass Travel, you may also use the Contact Us link at the bottom of the page to have questions answered via email.

Keeping You And Delta Up To Date

EMPLOYEE SELF-SERVICE (ESS)

Now that you know where to find general company and retiree and survivor information, let's look at where you can find your information! Employee Self-Service is a secure site where all your personal data is stored. It is where you can view and/or update your permanent address and email address, add dependents, and make many more transactions online. If you need to make changes to any of your personal data, this is where you take action and this is where you will complete the most important tasks prior to integrated travel benefits this summer. The transactions on your ESS page are unique to you as a retiree or survivor.

To access ESS, follow these steps:

STEP	ACTION
1	From the Employee Connection page or the DeltaNet home page, place your mouse over Employee Info tab at the top of the page.
2	Select Self-Service from the drop-down menu.
3	Read the notice and click " Agree " (Self-Service home page appears).
4	Select Employee Self-Service from the left menu.
5	Scroll down on the page to access Helpful Links on the right, such as: The ESS Training Center (to access a tutorial that provides an overview of ESS), FAQs & Frequently Called Numbers Virtual Tour Guide (Here our tour guide can provide you with the features of the ESS page).

PERMANENT ADDRESS AND OTHER INFORMATION

While our primary source of communication with all Delta colleagues is via DeltaNet, we sometimes mail items directly to your home address. Delta is relying on you to keep your permanent address updated, which can save you and Delta time and money. You can update your personal information, which includes current mailing address, telephone numbers and email address, in a few steps online at any time, day or night!

TAKE ACTION: Validate your information and make any necessary updates. To view or update your permanent address and other information, follow these steps:

STEP	ACTION
1	In the Self-Service Menu, select Employee Self-Service (ESS) .
2	In the middle of the page, locate Initiate Your Employee Self-Service Transactions:
3	Select Permanent Address & Other Information .
4	Review your information, and if you need to make changes: <ul style="list-style-type: none">• Select Update Your Permanent Address & Other Information.
5	If necessary, update your information (mailing address, phone number or email address). <ul style="list-style-type: none">• Select Submit button.
6	Review the changes that will be submitted. <ul style="list-style-type: none">• Confirm the changes by selecting the Confirm button (a transaction number is provided).
7	To review your Transaction Status, select the Transaction Status link. <ul style="list-style-type: none">• Select the Transactions You Initiated link. <p>Note: Transactions will show either approved or pending. Please refer to the table on page 9 for when transactions will be processed in ESS.</p>

FREQUENTLY ASKED QUESTIONS

When will my information update in ESS? The day and time you submit your transaction impacts when the information is updated. In general, updates are consistent with this timetable:

IF INFORMATION IS SUBMITTED ON...	ESS WILL BE UPDATED ON...
Monday - Friday before 1700 EST	Next business day
Monday - Friday after 1700 EST	Second business day
Saturday - Sunday	Second business day

DEPENDENT MANAGEMENT

This is where you enroll eligible individuals so they can enjoy pass travel privileges on a space available basis on Delta. Those eligible may include your spouse or domestic partner or travel companion, dependent and/or nondependent child, domestic partner's dependent and/or nondependent child and/or parents/stepparents. While Delta's system automatically pre-populates some information, it is important that you validate all data and complete missing information — which can range from adding a birth date or middle name to adding eligible individuals who are not pre-populated in the system. Additional details are available on the Pass Travel portal on Employee Connection.

TAKE ACTION: Validate your current dependent information. Ensure date of birth and middle names are correct for existing dependents and newly eligible dependents.

To add and/or update your dependents, follow these steps:

STEP	ACTION
1	In the Self-Service Menu, select Employee Self-Service (ESS) .
2	In the middle of the page, locate Initiate Your Employee Self-Service Transactions:
3	Select Dependent Management .
4	From the list, select the radio button next to the action you would like to take and follow the directions on each screen. Note: Transactions will show either approved or pending (your transaction will show pending for approximately 24 hours and then will show approved).

Need more instructions? Go to the ESS Training Center for a demo on how to add dependents. Just mouse over Employee Self-Service from the horizontal menu bar, and then select Training Center from the drop-down menu. Open the tutorial and select Add Travel Dependents.

If you have a qualifying life event after May 11, 2009 and the dependent is newly eligible for health and insurance coverage, you must add them in ESS as well as update as you normally would with Northwest.

FREQUENTLY ASKED QUESTIONS

Is there a delay from the time I add a travel dependent in ESS to when they can travel? Your information will be updated along with other ESS updates, as shown at the top of this page.

NEED ASSISTANCE?

Having trouble creating a Delta Passport password? Contact the NWA Help Desk at **1-888-714-0529** or the local country telephone number.

Need assistance navigating or completing a transaction on ESS? Go to the Employee Connection home page for quick “How To” instructions or the ESS Training Center for demos on how to complete various transactions. Just mouse over Employee Self-Service from the horizontal menu bar, and then select Training Center from the drop-down menu.

You may also send general inquiries via email to ESC.Delta@delta.com. Please allow 3-5 business days for a response.

Prefer to speak with someone? Contact the Employee Service Center (ESC) at 1-800 MY DELTA (693-3582) during regular business hours, which are Monday through Friday from 8:00 am until 5:00 pm EDT. When you call in, there will be a prompt for you to select Pre-Merger Northwest. Listen to the prompts and select the one appropriate to your inquiry.

Have questions about the new integrated pass travel policies? Please send your travel inquiries to passtravel@delta.com and allow 1-2 business days for a response.

RETIRES AND SURVIVORS IMPORTANT: TAKE ACTION NOW ONLINE

RECAP OF ACTION ITEMS:

1. Establish a Passport password so you can access DeltaNet and Employee Self-Service (page 3).
2. Access DeltaNet and become familiar with the portal (page 4).
3. Access Retiree & Survivor Connection and become familiar with the page (page 4).
4. Access Employee Connection and view new pass travel information effective June 23, 2009 (page 7).
5. Validate your permanent address and other information, and update if necessary (page 8).
6. Validate your dependent information, and update any newly eligible dependents. Make sure all your dependent information is correct (e.g., name, middle name, date of birth.) You must add newly eligible travel dependents in Employee Self-Service in order for them to be able to travel once the integrated travel policy takes effect June 23, 2009. If you have a qualifying life event after May 11, 2009, and the dependent is now eligible for health and insurance coverage, you must add them in ESS, as well as with Northwest (page 9).

ACTION LATER - SUMMER 2009:

- **View and/or update employee and dependent middle names to match travel documents.** Starting summer 2009, the United States Transportation Security Administration will require that your government-issued identification (i.e. passport, driver's license or state identification card) used during revenue and nonrevenue travel match your company-issued travel document (i.e. ticket, boarding pass or seat request card) for domestic travel within the United States. The process for matching the travel document and ID for international travel to and from the United States will continue through passport verification at check-in. All employees will be required to verify their full names in ESS to ensure the names of the employee as well as all dependents in the system match their names as listed on government-issued identification. More details to follow as the window for making any necessary changes approaches.

