

**Date:** June 10, 2003

**To:** David L. Roberts  
**From:** Director - Flight Operations  
**Subject:** Policy for Retiree Death Notification to Delta

Dave:

This letter is in response to your recent e-mail of May 29, 2003 requesting information concerning the process a surviving spouse or family member would use to notify Delta of the death of a retiree.

The correct process for notifying Delta of a retiree's death begins with contacting Delta's Employee Service Center (ESC). The ESC was established to help employees and retirees with a wide range of assistance, including the processing of appropriate documentation in the event of death. The ESC hours of operation are Monday-Friday from 8:00 a.m. to 5:00 p.m. Eastern Standard Time. Contact may be made using any of the following:

**Address**

Employee Service Center (ESC) Delta Air Lines, Inc.  
Employee Service Center (ESC)  
Dept. 951  
P.O. Box 20706  
Atlanta, GA 30320-6001

**E-Mail**

ESC.Delta@delta.com

**Telephone**

1-800-MY-DELTA or  
1-800-693-3582  
International callers:  
404-677-8000

**FAX**

404-715-2593 or 404-714-2287

Dave, while we understand not everyone resides in the Eastern time zone and that events like death do not always fall within the normal work day, we have found that the Monday-Friday operation does support the needs of Delta employees and surviving family members. If circumstances require or if an after hours update is preferred, the e-mail address (ESC.Delta@Delta.com) can be used to submit information at any time. ESC customer service representatives work the e-mails every business day and follow-up as appropriate.

Whether by electronic mail or by telephone, the following information must be provided:

Deceased employee's name	Department Number and Station
Employee number	Date of death
Cause of death	Relationship of notifying party
Address and phone number of notifying party	Names of surviving family members
Marriage date (if caller is surviving spouse) child)	Age of child (if notifying party is surviving child)

The ESC will provide important information concerning any benefits that may be provided by Delta and answer any questions that the surviving family member may have. The ESC will also send a detailed information package that will answer many of their questions. Additionally, ESC customer service representatives will be available between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday to work directly with the surviving family members.

Dave, I can assure you the ESC is here to serve our employees, retirees and family members and I have every confidence that when the initial contact is made, they will do everything within their power to see that the family member is assisted during their time of loss. I trust you will find the above information helpful.

Charlie Tutt