



COMMITTED TO KEEPING YOU INFORMED

Your Update from Ed



It has been an extraordinary few weeks as our world faces historic challenges with the growing COVID-19 (coronavirus) pandemic. Amid the stress and uncertainty, it's never been more critical to stay connected with one another, even as we practice social distancing to reduce transmission and keep each other healthy and safe. I remain dedicated to keeping you informed about the actions Delta is taking for you during this uncertain time.

We are committed to:

- **Prioritizing your safety while traveling.** Your care and safety remain our top priority, and we continue to make long-term investments that will raise the bar on cleanliness. Changes we've announced to streamline cleaning just this week include removing non-essential items from seat-back pockets, including the removal of *Sky* magazine until further notice. In addition, we are using an EPA-registered disinfectant to clean all aircraft and **fogging** an increasing number of flights with the same disinfectant. And Delta people are being supplied with wellness items such as gloves and cleaning wipes to ensure high-traffic surface areas are disinfected. To keep you informed, we've established a new line of communication – just text 27535 (or 'ASKDL') to receive pre-populated information about airport and aircraft cleanliness as well as travel guidance from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).
- **Making travel changes easier.** As the situation evolves, your flexibility when traveling remains our focus. To that end, we've **simplified our waivers** for making changes, including extending our domestic travel waiver through May 31. We are now waiving all change fees for U.S. domestic and international travel departing in March, April or May 2020 as well as tickets purchased in March 2020. Rest assured that the value of your ticket won't be lost if you decide to make adjustments. The unprecedented volume of changes has been an unexpected challenge for our Reservations team. They continue to work around the clock to assist your urgent needs, and we sincerely appreciate your patience. For eligible SkyMiles® Medallion® Members, we've extended upgrade certificates and \$200 Delta travel vouchers, and for eligible Delta SkyMiles American Express Card Members, we've extended Companion Certificates. Now, you will have until the end of 2020 to enjoy those benefits that were originally expiring before June 30. We will keep you informed on additional decisions as we evaluate overall Medallion Status and promotions.
- **Protecting Delta's future.** We want to be transparent about the fact that your travel experience will change throughout the coming months as we protect your health and safety, and work to emerge and recover from this crisis. This includes the difficult decision to temporarily close many of our **Delta Sky Clubs®** and reduce onboard offerings. I know it's not easy to give up amenities you deserve and have come to love, and we are

committed to bringing them back as quickly as possible. I appreciate your patience and understanding.

- **Creating connections during extraordinary circumstances.** Amid the challenges we are all facing, you and our people continue to inspire me every day. I appreciate the countless messages many of you have shared praising our employees, as well as those who have reached out to let us know you can't wait for your next adventure aboard Delta once we're through this crisis. Thank you for your inspiring words.

The Delta family has made it through hard times before and will get through this, by staying true to our values of service, integrity and honesty at all times. Thank you for your continued support as we navigate this challenge, and I hope everyone remains healthy and safe.

Sincerely,



Ed Bastian
CEO

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