

Administrative, Benefit and Pension Issues and the ESC March 2010

Active members and retirees continue to report a litany of administrative and benefit issues, ranging from health insurance to FMLA, OJI, and on. We also receive calls from retirees about on-going pension benefit and/or pension payment problems.

Hundreds of members report similar frustrations in dealing with Employee Service Center (ESC) representatives at 800-MY-DELTA, although that is the first call you need to make. It has become readily apparent these employees have received minimal, if any, training about the Northwest Benefit and Pension programs.

Every human resource function at Delta is outsourced—that is, the services are provided by a third party vendor rather than an airline employee. There are different vendors for FMLA, OJI, disability, pension, health insurance, prescriptions, etc. As a result, our members are wasting countless hours on the phone with representatives who know little to nothing about their situation.

In general, the ESC assigns employees a case number for their issue, frequently with promises of a return call and solution in seven to ten days. Reports indicate it rarely plays out this way. Instead, members say, they often have to call again and receive a brand new case number from a different representative, who is unfamiliar with the original call. In effect, the wheel is reinvented yet again, and the scenario repeats itself.

Generally, Administrative, Benefit and Pension problems should still be addressed first with the ESC at (800) MY-DELTA or with your manager, *before* contacting your Local Council. (We are always available to help you understand your contractual rights in any situation, of course.) Always keep an updated file detailing your efforts to resolve each situation.

We recommend you contact Delta's ESC a maximum of three times and then resort to written requests via US Mail and/or email. Additional calls to different representative do not necessarily result in better or quicker solutions. Write to the proper department (addresses below), explain your problem thoroughly in writing, and request a written response detailing the resolution within a specified number of days. Be sure to document all names, dates, times, case numbers, etc. for the case record, and keep copies of all written and electronic communication for your files. If all attempts to correct the situation via these channels fail, contact one of your local AFA representatives to see if we can assist you. If necessary, we will file a grievance on your behalf.

Following are a few key mailing addresses and phone numbers you may need:

Employee Service Center

E-mail: esc.delta@delta.com

Address:

Delta Employee Service Center

PO Box 52045

Phoenix, AZ 85072

FAX: 602-797-6261

Delta Payroll

E-mail: Payroll.ATL831@delta.com

Address:

Delta Airlines Inc.

Department 831

PO Box 20706

Atlanta, GA 30320-6001

FAX: 404-773-0257 or 404-715-6551

Inflight Service Pay Support number:

404-714-0851

Retirement

Mailing Address:

Employee Service Center

PO Box 52175

Phoenix, AZ 85072

Federal Express or UPS mailing address:

Employee Service Center

2900 S. Diablo Way

Suite #161

Tempe, AZ 85281

attn: Delta Mailroom

Sedgwick (FMLA)

1-877-67 DELTA

General Number:

404-715-3245

ESIS (Workers Compensation)

800-642-4462

General Number:

404-715-3206