



«serial»
«NAM1» «NAM2»
«STR1» «STR2»
«CITY», «STAE» «PSTC»

Verification Deadline:
Date Produced: 7/20/2010
Employee Service Center:
1-800 MY DELTA (1-800-693-3582)

Dear «NAM1» «NAM2»,

You are receiving this notice because a recent audit showed that full-time student verification did not include your 19 year-old dependent. Due to an administrative error, you did not receive a notice requesting full-time student/qualified missionary documentation at the time your dependent child turned age 19. As a result, full-time student eligibility may not have been verified for your dependent, and there may be an impact to your 19 year-old dependent's medical, dental, and vision benefits and travel privileges.

Please read this message in its entirety and take timely action.

Dependent Medical, Dental and Vision Benefits

Your dependent was kept on dependent status for medical, dental and vision benefits even though Delta Health Plans only allow coverage after they turn 19 if they are full-time students or dependents performing missionary service. Since you did not receive a notice requesting documentation of your dependent status they have remained in dependent status from their 19th birthday to the present. However in order for them to continue coverage, you must now provide documentation that establishes full-time student or missionary service eligibility.

Enclosed with this letter is a Family Status Change form. Please review it carefully then complete Section 1 (Employee Information), Section 2A (Dependent/Nondependent Personal Information), Section 2D (Dependent/Nondependent Student Status Eligibility Criteria) and then sign and date the form in Section 4 (Employee Signature/Certification).

Complete the Family Status Change Form

Here are instructions for completing each section of the Family Status Change form based on the status of your dependent:
Note: Complete a separate form for each dependent.

Family Status Change Form Sections	If your child <u>IS</u> eligible for dependent status, enter the following information	If your child <u>IS NOT</u> eligible for dependent status, enter the following information.
Section 1 – Employee Information	Employee Name, Date, Employee Number, Dept/Station and Employee Status	Employee Name, Date, Employee Number, Dept/Station and Employee Status
Section 2A – Dependent/ Nondependent Personal Information	Full legal name, Date of Birth, Social Security Number and Sex. <i>Place a check in the box next to the following change option:</i> Change a child's status from nondependent to dependent.	Full legal name, Date of Birth, Social Security Number and Sex. <i>Do not check any add, report or change options.</i>
Section 2D – Dependent/ Nondependent Student Status Eligibility Criteria	<i>Place a check in the box next to the following change option:</i> Child is full-time student <i>Enter: Month/day/year child became a full-time student</i>	<i>Place a check in the box next to the following change option:</i> Child is no longer a full-time student <i>Enter: Month/day/year child last attended school</i>
Section 4 – Employee Signature / Certification	Sign and date the form	Sign and date the form

You must return the signed and dated Family Status Change form within 30 days from the date of this letter. You must also submit proof of your dependent's full-time enrollment at the time they turned age 19 at a school accredited by an agency recognized by the US Dept. of Education. If you feel your child qualifies as a dependent due to missionary service, please contact the Employee Service Center at 1-800 MY DELTA (800-693-3582).

Once full-time student status has been verified, medical, dental and vision coverage will remain as previously elected and your dependent's status will be changed to full-time student/qualified missionary. Premiums remain the same.

Dependent Travel Privileges

According to the current policy, automatic system processes changed your dependent to nondependent status for travel privileges 90 days after they turned age 19. As a result, since there was not verification of your dependent's full-time student status, you may have paid yield fare prices for them to travel. To prevent additional yield fare travel charges, Delta will remove the nondependent travel status until the day after the verification deadline listed at the top of page 1 of this letter. However, in order for your dependent to continue to travel as a dependent instead of a nondependent, who must purchase a yield fare ticket, you must submit a Family Status Change form by the verification deadline. If you do not or cannot provide the information on the Family Status Change form as requested above, along with the documentation indicating your dependent is eligible for full-time student status by the verification deadline, we will automatically convert your child back to nondependent status for travel privileges.

If your dependent turned 19 before May 1 and purchased yield fare tickets during the time they should have been traveling as a dependent child, you may be due a refund. If you think a refund is due, call 1-800 MY DELTA (1-800-693-3582), Monday – Friday 8 a.m. to 5 p.m., Eastern Time, except on certain holidays. Select option 2 for employee services to log into the system, then select option 1 for pass travel assistance. Finally, select option 4 for Travel Billing Questions. An Employee Service Center Representative will request a refund of the yield fare tickets if applicable. Charges will be credited back to the credit card once your dependent's full-time student status has been verified.

If Not a Full-Time Student

If you are not able to certify that your dependent is a full-time student or in missionary service, please complete the enclosed Family Status Change form accordingly (see the instructions above for completing the form). Sign, date and return the form within 30 days from the date of this letter.

If your dependent is not eligible to continue coverage, or you do not provide the required documentation, your dependent's eligibility and coverage for medical, dental and vision benefits, and travel privileges will end 90 days after your dependent's 19th birthday. You may receive a refund of premiums if this change results in your benefits coverage dropping to a lower coverage level after this 90 day period (i.e. your coverage level changes from Employee + Child(ren) to Employee Only).

If your dependent is not eligible to continue coverage, or you do not provide the required documentation, your dependent may be eligible for COBRA Continuation Coverage. If eligible, you will receive information regarding COBRA Continuation Coverage once your dependent's coverage terminates.

Changes Effective January 1, 2011

Note that effective January 1, 2011, full-time student status will no longer be required in order to cover a dependent child under age 26 for medical, dental and vision coverage. As a result, unless your child has other group health coverage available through his or her employer, you will be able to add your child to coverage during the annual open enrollment period this fall for coverage effective January 1. **This change does not apply to travel privilege eligibility, so your child must continue to meet the full-time student criteria in order to qualify for free travel privileges.**

If you have questions about how full-time student status impacts your coverage or your premiums, please contact the Employee Service Center (ESC) at 1-800 MY DELTA (1-800-693-3582).

We appreciate your understanding and regret any inconvenience this error may have caused you.

If You Have Questions

For more information, you may contact a Customer Service Representative at the Employee Service Center (ESC) at 1-800 MY DELTA (1-800-693-3582), Monday – Friday 8 a.m. to 5 p.m., Eastern Time, except on certain holidays. You can also access Benefits Direct through the Employee Connection website on DeltaNet, 24 hours a day, seven days a week (click on Benefits Direct under Other Sites and Information).

Important Note

Whenever you access Benefits Direct, or speak with a Representative at the Employee Service Center to initiate certain transactions, including, without limitation, transactions that may require deductions from your paycheck and/or benefit payments, you will be authorizing the execution of any such requested transactions as if you had given written, signed authorization to do so. While we attempt to make Benefits Direct available 24 hours a day, occasionally it may be unavailable or it may not be possible to execute transactions for other reasons. Delta Air Lines, Inc., any applicable employee benefit plan and their respective agents are not responsible for losses and/or damages that arise because transactions cannot be initiated or executed.