

Delta Air Lines, Inc.

as of 10/19/09

ESIS Service Team

State	Physical Address	Team Leader	Claim Representative	Mailing Address	Mom Center Contacts
Alabama (125)					
800.685.7361	500 Colonial Center Pkwy Ste 200 <u>Roswell, GA 30076</u> PO Box 100007 Roswell, GA 30077-7006 Fax 1.800.887.9067	Marion Berry 678-795-4521 marion.berry@esis.com	Deloris Norfleat 678.795.4590 deloris.norfleat@esis.com	P.O. Box 31135 Tampa, FL 33631-3135	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 125					
Alaska (780)					
800.992.7578	12909 SW 68th Pkwy Ste 200 <u>Portland, OR 97223</u>	Maureen Kardish-545 503.598.1432 maureen.kardish@esis.com	Patti Mackay (558) <u>907.688.2622</u> patti.mackay@esis.com	P.O. Box 31082 Tampa, FL 33631-3082	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 780	Fax 800 208 8281				
Arizona (345)					
800.542.9937	1661 E. Camelback Rd Ste 203 <u>Phoenix, AZ 85016</u> PO Box 9947 Phoenix, AZ 85068-9947 Fax 602.906.1594	Sonia Mayorga 602.906.1541 sonia.mayorga@esis.com	Evelyn Cowie <u>602.906.1531</u> evelyn.cowie@esis.com	P.O. Box 31089 Tampa, FL 33631-3089	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 345					
Arkansas (290)					
800.937.7460	10816 Executive Center Drive Suite 111 Little Rock, AR 72211 PO Box 25308 Little Rock, AR 72221 Fax 501.224.0419/3204	Jennifer Hardeman 497 jennifer.hardeman@esis.com 501.224.9252 ext 197	Julia Blankenship julia.blankenship@esis.com 501.224.3069	P.O. Box 31108 Tampa, FL 33631-3108	Mikki King (248) 447.7470 mikki.king@esis.com
California (635)					
800.525.0601	39300 Civic Center Dr.	Cristina Obis	Michelle Fabre	P.O. Box 31083 Tampa, FL 33631-3083	Mikki King

State	Physical Address	Team Leader	Claim Representative	Mailing Address	Mom Center Contacts
Aim = 635	Ste 300 Fremont, CA 94538	510.790.8767 cristina.obis@esis.com	510-790-4694 Michelle.fabre@esis.com		(248) 447.7470 mikki.king@esis.com
	Fax 510.790.8787		Satyam Narine 818.428.3698 satyam.narine@esis.com		
			Todd Murphy 510.790.4693 todd.murphy@esis.com		
			Illie Han 510.790.5699 illie.han@esis.com		
Colorado (780)					
800.992.7578	12909 SW 68th Pkwy. Suite 200 Portland, OR 97223	Maureen Kardish-545 503.598.1432 maureen.kardish@esis.com	Michelle Widmer - 511 503-598-1481 michelle.widmer@esis.com	P.O. Box 31082 Tampa, FL 33631-3082	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 780	Fax 800-208-8281				
Connecticut (445)					
800.851.7099	2 Waterside Crossing Windsor, CT 06095 PO Box 5001 Hartford, CT 06102 Fax 860.731.6824	Cheryl Ferris 860-731-6872 cheryl.ferris@esis.com	Claudine Ellis 860.731.6906 claudine.ellis@esis.com	P.O. Box 31117 Tampa, FL 33631-3117	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 445					
Delaware (395)					
800.453.0835	One Beaver Valley Rd. Suite 4-W Wilmington, DE 19803 PO Box 31080 Tampa, FL 33631 Fax 800.611.7048	Valerie Didonato 302.476.7216 valerie.didonato@esis.com	Jeffrey Lee 302.476.6743 jeffrey.lee@esis.com	P.O. Box 31080 Tampa, FL 33631-3080	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 395					
District of Columbia					
800.638.7730	10320 Little Patuxent Pkwy. Suite 900 Columbia, MD 21044 PO Box 17	Laura Hilbert-334 804.346.3667 laura.hilbert@esis.com	Wendy Walker 410.740.3840 wendy.walker@esis.com	P.O. Box 31119 Tampa, FL 33631-3119	Mikki King (248) 447.7470 mikki.king@esis.com

State	Physical Address	Team Leader	Claim Representative	Mailing Address	Mom Center Contacts
Aim = 144	Columbia, MD 21045-0017 Fax 410.740.3772				
Florida (310) 800.367.5189	5100 West Lemon St. Suite 207 <u>Tampa, FL 33609</u> P.O. Box 31116 Tampa, FL 33631-3116 Fax 800-336-0408	Velvet Merritt 813.281.1412 velvet.merritt@esis.com	Bill Horvath 813-281-1454 bill.horvath@esis.com Diane Hicks 813-281-1463 diane.hicks@esis.com	P.O. Box 31116 Tampa, FL 33631-3116	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 310					
Georgia (125) 800.685.7361	500 Colonial Center Parkway Suite 200 <u>Roswell, GA 30076</u> PO Box 100007 Roswell, GA 30077-7007 Fax 1.800.887.9067	Marion Berry 678.795.4521 marion.berry@esis.com	Dawn Hodges 678.795.4505 dawn.hodges@esis.com Carole Leverette 678.795.4505 carole.leverette@esis.com Karen Hullender 877 341-0340 karen.hullender@esis.com Deloris Norfleat 678.795.4590 deloris.norfleat@esis.com Davona (Dee) Leonard 678.795.4205 davonia.leonard@esis.com Alyson Mellon 678.795.4415 alyson.mellon@esis.com	P.O. Box 31135 Tampa, FL 33631-3135	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 125					
Hawaii (345) 800.779.6249	PO Box 1639 Honolulu, HI 96806 Fax: 800.350.8568	Randy Barclay 702.731.1510 randy.barclay@esis.com	Suzette Santos 808.942.0733 suzette.santos@esis.com	Use HI address due to state law requiring in state mail	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 345					

State	Physical Address	Team Leader	Claim Representative	Mailing Address	Mom Center Contacts
Idaho (780)					
800.992.7578	12909 SW 68th Pkwy	Patti Dietz	Myrna Bainbridge-579		Mikki King
	Ste 200 Portland, OR 97223	503.598.1420 patti.dietz@esis.com	208.347.3490 myrna.bainbridge@esis.com	P.O. Box 31082 Tampa, FL 33631-3082	(248) 447.7470 mikki.king@esis.com
Aim = 780	Fax 800-208-8281				
Illinois (730)					
800.462.6349	525 W. Monroe	Amber Nelson	Pam McShann		Mikki King
	4th Floor Chicago, IL 60661 PO Box 4602 Chicago, IL 60680 Fax 312.775.3964	312.775.7846 amber.nauman@esis.com	913.491.2284 pam.mcshann@esis.com Heather Sieks 312.775.7835 heather.sieks@esis.com	P.O. Box 31109 Tampa, FL 33631-3109	(248) 447.7470 mikki.king@esis.com
Aim = 730					
Indiana (255)					
800.962.3138	20700 Civic Center Drive	Mikki King	Felecia Kirk		Mikki King
	ste. 400 Southfield, MI 48076	(248) 447.7470 mikki.king@esis.com	248.447.7443 felecia.kirk@esis.com	P.O. Box 31099 Tampa, FL 33631-3099	(248) 447.7470 mikki.king@esis.com
Aim = 255	Fax 248.455.8065				
Iowa (315)					
800.722.7451	7007 College Blvd. Ste. 600 Overland Park, KS 66211	Cheryl Spoor-743 913.491.2202 cheryl.spoor@esis.com	Melissa Beckenbach-708 913.491.2140 melissa.beckenbach@esis.com		Mikki King (248) 447.7470 mikki.king@esis.com
				PO Box 31081 Tampa, FL 33631-3081	
Aim = 315	Fax 800-508-3127				
Kansas (315)					
800.722.7451	7007 College Blvd. Ste. 600 Overland Park, KS 66211 ESIS Overland Park WC	Cheryl Spoor-743 913.491.2202 cheryl.spoor@esis.com	Melissa Beckenbach-708 913.491.2140 melissa.beckenbach@esis.com		Mikki King (248) 447.7470 mikki.king@esis.com
				PO Box 31081 Tampa, FL 33631-3081	
Aim = 315	Fax: 800-508-3127				
Kentucky (540)					

State	Physical Address	Team Leader	Claim Representative	Mailing Address	Mom Center Contacts
800.830.6823	4198 Cox Road Suite 200 <u>Richmond, VA 23060</u> P.O. Box 11808 Richmond, VA 23230 Fax 804.346.3613	Laura Hilbert-334 804.346.3667 laura.hilbert@esis.com	Edith McCauley 804.346.3687 edith.mccauley@esis.com	P.O. Box 31122 Tampa, FL 33631-3122	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 540					
Louisiana (440)					
800.533.2431	1100 Poydras	Lola Smith-Wesley	Deanna Messina	P.O. Box 31133 Tampa, FL 33631-3133	Mikki King (248) 447.7470 mikki.king@esis.com
Handled in South TX	Ste. 2150 <u>New Orleans, LA 70163</u> PO Box 60036 New Orleans, LA 70160-0036 Fax 504.310.3676	713.403.3137 lola.smith-wesley@esis.com	504.310.3628 deanna.messina@esis.com		
Aim = 440					
Maine (445)					
800.851.7099	2 Waterside Crossing <u>Windsor, CT 06095</u> PO Box 5001 Hartford, CT 06102	Jeffrey Drake 860.731.6895 jeffrey.drake@esis.com	Joey Garofalo 860.731.6850 joey.garofalo@esis.com	P.O. Box 31117 Tampa, FL 33631-3117	Mikki King (248) 447.7470 mikki.king@esis.com
Maryland (144)					
800.638.7730	10320 Little Patuxent Pkwy. Suite 900 <u>Columbia, MD 21044</u> PO Box 17 Columbia, MD 21045-0017 Fax 410.740.3772	Laura Hilbert-334 804.346.3667 laura.hilbert@esis.com	Wendy Walker 410.740.3840 wendy.walker@esis.com	P.O. Box 31119 Tampa, FL 33631-3119	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 144					
Massachusetts (445)					
800.851.7099	2 Waterside Crossing <u>Windsor, CT 06095</u> PO Box 5001 Hartford, CT 06102 Fax 860.731.6824	Cheryl Ferris 860-731-6872 cheryl.ferris@esis.com	Claudine Ellis 860.731.6906 claudine.ellis@esis.com	P.O. Box 31117 Tampa, FL 33631-3117	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 445					
Michigan (255)					
800.962.3138	20700 Civic Center Drive ste. 400	Mikki King (248) 447.7470	Felecia Kirk 248.447.7443	P.O. Box 31099 Tampa, FL 33631-3099	Mikki King (248) 447.7470

State	Physical Address	Team Leader	Claim Representative	Mailing Address	Mom Center Contacts
Aim = 255	Southfield, MI 48076 Fax 248.455.8065	mikki.king@esis.com	felecia.kirk@esis.com Susan Alford 248.447.7404 susan.alford@esis.com		mikki.king@esis.com
Minnesota (315)	800.722.7451 7007 College Blvd. Ste. 600	Cheryl Spoor-743 913.491.2202	Melissa Beckenbach-708 913.491.2140	PO Box 31081 Tampa, FL 33631-3081	Mikki King (248) 447.7470
Minnesota	<u>Overland Park, KS 66211</u>	cheryl.spoor@esis.com	melissa.beckenbach@esis.com <u>Michelle Bennet</u> 913.491.2000 michelle.bennet@esis.com Denise Holmes 952.238.4902 denise.holmes@esis.com		mikki.king@esis.com
Aim = 315	Fax 800-508-3127				
Mississippi (440)	800.533.2431 1100 Poydras	Lola Smith-Wesley	Deanna Messina	P.O. Box 31133 Tampa, FL 33631-3133	Mikki King (248) 447.7470
	Ste. 2150 <u>New Orleans, LA 70163</u> PO Box 60036 New Orleans, LA 70160-0036 Fax 504.310.3676	lola.smith-wesley@esis.com 713.403.3137	504.310.3628 deanna.messina@esis.com		mikki.king@esis.com
Aim = 440					
Missouri (315)	800.722.7451 7007 College Blvd. Ste. 600	Cheryl Spoor-743 913.491.2202	Melissa Beckenbach-708 913.491.2140	PO Box 31081 Tampa, FL 33631-3081	Mikki King (248) 447.7470
	<u>Overland Park, KS 66211</u>	cheryl.spoor@esis.com	melissa.beckenbach@esis.com		mikki.king@esis.com
Aim = 315	Fax 800-508-3127				
Montana (780)	800.831.4519 12909 SW 68th Pkwy.	David Snyder	Christine Stobb	P.O. Box 31082 Tampa, FL 33631-3082	Mikki King (248) 447.7470
	Suite 200 <u>Portland, OR 97223</u>	503.598.1425 david.snyder@esis.com	406.251.9330 christine.stobb@esis.com		mikki.king@esis.com
Aim = 780	Fax 800-208-8281				
Nebraska (315)					

State	Physical Address	Team Leader	Claim Representative	Mailing Address	Mom Center Contacts
800.722.7451	7007 College Blvd. Ste. 600 <u>Overland Park, KS 66211</u>	Cheryl Spoor-743 913.491.2202 cheryl.spoor@esis.com	Melissa Beckenbach-708 913.491.2140 melissa.beckenbach@esis.com	PO Box 31081 Tampa, FL 33631-3081	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 315	Fax 800-508-3127				
Nevada (345)					
800.517.2959	6935 Aliante Pkwy., Ste. 104-411 N. Las Vegas, NV 89084	Randy Barclay 702.731.1510 randy.barclay@esis.com	Patty Rex-Rowe 702-731-1246 patty.rex-rowe@esis.com	Use NV address due to state law requiring in state mail	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 345	Fax 800.350.8748				
New Hampshire (445)					
800.851.7099	2 Waterside Crossing <u>Windsor, CT 06095</u> PO Box 5001 Hartford, CT 06102 Fax 860.731.6824	Cheryl Ferris 860-731-6872 cheryl.ferris@esis.com	Cecilia Fryszter 860.731.6878 cecilia.fryszter@esis.com	P.O. Box 31117 Tampa, FL 33631-3117	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 445					
New Jersey (395)					
800.453.0835	One Beaver Valley Rd. Suite 4-W <u>Wilmington, DE 19803</u> PO Box 31080 Tampa, FL 33631 Fax 800.611.7048	Valerie Didonato 302.476.7216 valerie.didonato@esis.com	Jeffrey Lee 302.476.6743 jeffrey.lee@esis.com	P.O. Box 31080 Tampa, FL 33631-3080	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 395					
New Mexico (135)					
800.862.5383	6600 E. Campus Circle Dr. Ste. 200 <u>Irving, TX 75063</u> PO Box 154808 Irving, TX 75015 Fax 972.465.7963	Emilia Garcia 972-465-7553 emily.garcia@esis.com	Sabrina Gaona 505-899-0991 sabrina.gaona@esis.com	P.O. Box 31143 Tampa, FL 33631-3143	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 135					
New York (375)					
800.807.0805	33 Dodge Rd, Suite 100 <u>Getzville, NY 14068</u> PO Box 1350	Kathleen Murray 716-636-7106 kathleen.murray@esis.com	Angel Davis 716.636.7100 Angel.Davis@esis.com		Mikki King (248) 447.7470 mikki.king@esis.com

State	Physical Address	Team Leader	Claim Representative	Mailing Address	Mom Center Contacts
Aim = 375	Buffalo, NY 14240 Fax 1-800-914-0956	-	Naeemah Shah-Turner 716.636.7104 naeemah.shah-turner@esis.com	P.O. Box 31121 Tampa, FL 33631-3121	
			Kathy McPartland 716-636-7136 kathy.mcpartland@esis.com		
North Carolina (540)					
800.830.6823	4198 Cox Rd. Ste. 200	Laura Hilbert-334 804.346.3667	Michelle Walton 804.346.3640		Mikki King (248) 447.7470
	<u>Glen Allen, VA 23060</u> PO Box 11808 Richmond, VA 23230 Fax 804.346.3613	laura.hilbert@esis.com	michelle.walton@esis.com	P.O. Box 31122 Tampa, FL 33631-3122	mikki.king@esis.com
Aim = 540					
Oklahoma (135)					
800.937.7460	6600 E. Campus Circle Dr. Ste. 200 <u>Irving, TX 75063</u>	Ken Vaile 972.465.7937 kenneth.vaile@esis.com	Aiko Munekata 972-465-7608 aiko.munekata@esis.com	P.O. Box 31143 Tampa, FL 33631-3143	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 135	Fax 972.465.7961				
Oregon (780)					
800.992.7578	12909 SW 68th Pkwy. Suite 200 <u>Portland, OR 97223</u>	Patti Dietz 503.598.1420 patti.dietz@esis.com	Debbie Fincham 503.598.1422 debbie.fincham@esis.com	P.O. Box 31082 Tampa, FL 33631-3082	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 780	Fax 800-208-8281				
Pennsylvania (395)					
800.453.0835	One Beaver Valley Rd. Suite 4-W <u>Wilmington, DE 19803</u> PO Box 31080 Tampa, FL 33631 Fax 800.611.7048	Valerie Didonato 302.476.7216 valerie.didonato@esis.com	Jeffrey Lee 302.476.6743 jeffrey.lee@esis.com	P.O. Box 31080 Tampa, FL 33631-3080	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 395					
Rhode Island (445)					
800.851.7099	2 Waterside Crossing	Cheryl Ferris	Claudine Ellis		Mikki King

State	Physical Address	Team Leader	Claim Representative	Mailing Address	Mom Center Contacts
Aim = 445	Windsor, CT 06095 PO Box 5001 Hartford, CT 06102 Fax 860.731.6824	860-731-6872 cheryl.ferris@esis.com	860.731.6906 claudine.ellis@esis.com	P.O. Box 31117 Tampa, FL 33631-3117	(248) 447.7470 mikki.king@esis.com
South Carolina (540) 800.830.6823	4198 Cox Rd. Ste. 200 <u>Glen Allen, VA 23060</u> PO Box 11808 Richmond, VA 23230 Fax 804.346.3613	Laura Hilbert-334 804.346.3667 laura.hilbert@esis.com	Edith McCauley 804.346.3687 edith.mccauley@esis.com	P.O. Box 31122 Tampa, FL 33631-3122	Mikki King (248) 447.7470 mikki.king@esis.com
South Dakota (315) 800.722.7451	7007 College Blvd. Ste. 600 <u>Overland Park, KS 66211</u> Fax 800-508-3127	Cheryl Spoor-743 913.491.2202 cheryl.spoor@esis.com	Melissa Beckenbach-708 913.491.2140 melissa.beckenbach@esis.com	PO Box 31081 Tampa, FL 33631-3081	Mikki King (248) 447.7470 mikki.king@esis.com
Tennessee (540) 800.830.6823	4198 Cox Rd. Ste. 200 <u>Glen Allen, VA 23060</u> PO Box 11808 Richmond, VA 23230 Fax 804.346.3613	Laura Hilbert-334 804.346.3667 laura.hilbert@esis.com	Deborah Bishop 804.346.3641 deborah.bishop@esis.com	P.O. Box 31122 Tampa, FL 33631-3122	Mikki King (248) 447.7470 mikki.king@esis.com
Texas (North) (135) 800.937.7460	6600 E. Campus Circle Dr. Ste. 200 <u>Irving, TX 75063</u> Fax 800-373-5156	Sylvia Reitz 972.465.7504 svyia.reitz@esis.com	Connie Burnette 972.465.7511 Connie.Burnette@esis.com	P.O. Box 31143 Tampa, FL 33631-3143	Mikki King (248) 447.7470 mikki.king@esis.com
Texas (South) (290) 800.752.9218	Two Riverway 14th Floor	Helen Jones helen.jones@esis.com	Madeleine Hershey madeleine.hershey@esis.com		Mikki King (248) 447.7470

State	Physical Address	Team Leader	Claim Representative	Mailing Address	Mom Center Contacts
Aim = 290	Houston, TX 77001 PO Box 759 Houston, TX 77001-0759 Fax 713.403.3125	713.403.3148	210.340.8433 Fax: 210.340.8644	P.O. Box 31108 Tampa, FL 33631-3108	mikki.king@esis.com
Utah (780)	800.992.7578 12909 SW 68th Parkway Ste. 200 Portland, OR 97223	Maureen Kardish-545 503.598.1432 maureen.kardish@esis.com	Shaunice Silas - 580 503-598-1471 shaunice.silas@esis.com	P.O. Box 31082 Tampa, FL 33631-3082	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 780	Fax 800-208-8281		Michelle Widmer - 511 503-598-1481 michelle.widmer@esis.com		
Vermont (445)	800.851.7099 2 Waterside Crossing Windsor, CT 06095 PO Box 5001 Hartford, CT 06102 Fax 860.731.6824	Cheryl Ferris 860-731-6872 cheryl.ferris@esis.com	Claudine Ellis 860.731.6906 claudine.ellis@esis.com	P.O. Box 31117 Tampa, FL 33631-3117	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 445			Patricia Dion - back up 860.731.6838 patricia.dion@esis.com		
Virginia (540)	800.830.6823 4198 Cox Rd. <u>Glen Allen, VA 23060</u> PO Box 11808 Richmond, VA 23230 Fax 804.346.3613	Laura Hilbert-334 804.346.3667 laura.hilbert@esis.com	Deborah Bishop 804.346.3641 deborah.bishop@esis.com	P.O. Box 31122 Tampa, FL 33631-3122	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 540					
Washington (780)	800.992.7578 12909 SW 68th Pkwy. Suite 200 <u>Portland, OR 97223</u>	Karen Austin 503.598.1425 karen.austin@esis.com	Jaclyn Hughes 503.598.1483 jaclyn.hughes@esis.com	P.O. Box 31082 Tampa, FL 33631-3082	Mikki King (248) 447.7470 mikki.king@esis.com
Aim = 780	Fax 800-208-8281				
Wisconsin (730)	800.462.6349 525 W. Monroe 4th Floor <u>Chicago, IL 60661</u>	Amber Nelson 312.775.7846 amber.nauman@esis.com	Pam McShann 913.491.2274 pam.mcshann@esis.com	P.O. Box 31109 Tampa, FL 33631-3109	Mikki King (248) 447.7470 mikki.king@esis.com

State	Physical Address	Team Leader	Claim Representative	Mailing Address	Mom Center Contacts
Aim = 730	PO Box 4602 Chicago, IL 60680 Fax 312.775.3964		Heather Sieks 312.775.7835 heather.sieks@esis.com		

Liability

All States

800.250.1648	500 Colonial Center Parkway Ste. 200 <u>Roswell, GA 30076</u> PO Box 100006 Roswell, GA 30076-7006 Fax 678.795.4402	Sandra Wetzel LaHouse 678.795.4424 sandra.lahouse@esis.com	Linda Middleton 504.310.3661 linda.middleton@esis.com		
			Cathy Kidd 678.795.4416 cathy.kidd@esis.com		