

May 21, 2010

Name
Address
City State Zip

Dear

This is to assure you that AFA continues to advocate on your behalf regarding the toxic oil fume exposures and resulting neurological and respiratory illnesses experienced by you and your crew members. We have requested an in-depth investigation into the source of the complaints and their timely resolution, and support of our members in their Workers' Compensation claims and associated medical expenses, loss of wages, etc.

In a letter to Richard Anderson dated April 7, 2010, MEC President Janette Rook provided a comprehensive account of our position on the matter of toxic oil fume exposures. Janette pointed out that there have been an unacceptable number of reported events and our contention that Delta address this problem and its direct impact on our members.

A response was received on April 9, 2010 from Ken Hylander, Senior Vice President, Corporate Safety, stating that Delta Air Lines takes such reports seriously and considers the safety of our crews and passengers as their top priority.

We continue to express a sense of urgency to the Company. As a result of the meetings in DTW on April 7, 2010 with a team from In-Flight, TechOps Engineering, and Corporate Safety and the quarterly Joint Safety, Health & Security Committee meeting in MSP on April 13, 2010, we strongly suggested the actions needed now and those committed to as a follow-up to the DTW meeting. I detailed these in an email to Gary Thompson, General Manager, IFS Health, Safety & Security on April 17, 2010.

Janette Rook issued a follow-up letter to Mr. Hylander on May 14, 2010 that provided a summary of our ongoing concerns relative to crew health and flight safety impact from exposures to contaminated bleed air on certain aircraft in our fleet; further explanation of our members' symptoms; and inquired on the status of the Company's actions for preventive measures. Nine specific actions were also requested of Delta.

Regarding education/awareness and resources available on the subject of air quality and exposure to contaminated cabin air, we have created informative web pages which can be accessed via: www.nwaafa.org/safety and www.afanet.org. As we know, knowledge is power. The more we all know and pass along to our peers, the better we are when faced with such toxic exposures affecting our health.

Additionally, in coordination with AFA International, we developed an Air Quality Information Card to remind our members of what to do if exposed to contaminated cabin air. This clip-out card was included in the last edition of our MEC newsletter 'All Call' and can be carried while on duty. The card is being reprinted for further distribution.

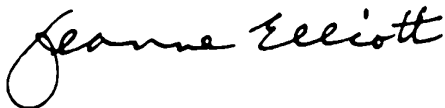
May 18, 2010
Page Two

Finally, we have highlighted these events and exposures in our weekly Hotline, 'eNews', providing a four-part summary of actions being taken to support our members and all flight attendants: AFA's advocacy for strong legislation to protect aircraft occupants from harmful cabin toxins; support for OSHA improvements and protections for cabin crew; support of FAA-funded studies into air quality; improved protocols to be exercised by airline management and greater awareness made a part of crew training.

We continue to be relentless on this subject and will not detract from our stated goals and dedication to ensure preventive measures are in place, support extended to all exposed members, and a commitment by Delta that our health and well-being will not be placed 'at risk' by deadly toxins.

Thank you for your patience with our efforts to become a source of action as we continue our advocacy on your behalf. Please do not hesitate to contact our MEC or Air Safety, Health & Security Committee with any issues or concerns at any time.

In Unity,

A handwritten signature in black ink that reads "Jeanne Elliott". The signature is written in a cursive, flowing style.

Jeanne Elliott
NWA MEC Chair - Air Safety, Health and Security Committee
Association of Flight Attendants-CWA, AFL-CIO

Enclosures

Cc: AFA NWA Master Executive Council Officers
Chris Witkowski, Director, AFA Air Safety, Health & Security Department
Judith Murawski, Research, Air Safety, Health & Security Department

JE:kjc