

## Frequently Asked Questions on Claim Distributions

The following Frequently Asked Questions (FAQs) are intended for non-employee creditors. Retirees should consult the Retiree FAQs posted on [www.deltadocket.com](http://www.deltadocket.com).

References herein to a “claim” are intended to address both scheduled and filed claims in Delta’s chapter 11 bankruptcy case.

### Who should I contact if I have questions about my claim or distribution?

**Claim Questions** – Please see the question below regarding how you can find the status of your claim online at [www.deltadocket.com](http://www.deltadocket.com).

**Distribution questions** – Please read through the following Frequently Asked Questions.

**Fidelity Account questions** – Questions regarding the status of your account, transactions on the account, how to access shares in your account, etc. should be directed directly to Fidelity at 1-800-544-6666.

**Other questions not addressed by the resources above** – You may submit questions by email to [BankruptcyCIm.delta@delta.com](mailto:BankruptcyCIm.delta@delta.com). The answers to questions received will periodically be added to these Frequently Asked Questions. In certain cases involving very specific situations, a response will be provided by a Delta representative directly.

### What is the status of my claim?

To obtain the status of your claim, you will need to check the Online Claims Register, accessible via [www.deltadocket.com](http://www.deltadocket.com). The Online Claims Register is the first link in the Case Information section. Once in the claims register, enter your claim and/or schedule number in the appropriate field. If you do not know your claim number(s), you can use the search feature to find your claim(s). Once the results are displayed, expand the claim details (using the + sign to the left of your name) to see the status of your claim. Possible status descriptions are:

- **Disputed** – Your claim has not yet been allowed and is not currently scheduled for distribution.
- **Pending Distribution** – Your claim has been allowed and is scheduled to be included in the next distribution.
- **Pending Distribution but need Tax ID and/or street address** - Your claims is allowed and ready for distribution but we do not have the required information to make the distribution. You will need to complete and submit the W9 and tax information worksheets available at [www.deltadocket.com](http://www.deltadocket.com). The forms can either be faxed to us at (404) 773-2140 or emailed to us at [683TaxInfo.delta@delta.com](mailto:683TaxInfo.delta@delta.com). Please be aware that a tax ID and *physical* street address are required to make distributions

and, without this information, distributions may not be made on account of any allowed claim you may have.

- **Initial Distribution Complete** – The initial distribution on account of your allowed claim has been completed and, if applicable, shares have been deposited into a Fidelity account established for you. Should you have questions as to how to access or cash out the shares in your Fidelity Account, please have your Federal Tax ID (or social security) number available and contact Fidelity at 1-800-544-6666. Please note that Fidelity can only assist you with issues pertaining to shares already deposited into your Fidelity account.
- **Distribution Complete** – Distribution on account of your allowed claim has been completed.
- **Expunged** – Your claim was overruled and has been removed from the claims register.

#### **What is an “allowed” claim?**

Allowed claims are those that have been mutually resolved between Delta and the creditor or have been approved by the bankruptcy court. These claims are eligible to receive distributions.

#### **I’ve tried searching the online claims register for my claim but it keeps saying “No results found.”**

Be sure the scope of your search (far right) is “claims and schedules” and try again.

#### **My claim status is disputed. What do I need to do?**

A claim may be disputed for any number of reasons, but in all cases, a Delta representative will be in touch with you if any information or action on your part is needed to resolve the claim.

#### **When is the next scheduled distribution?**

Under the terms of Delta’s confirmed Plan of Reorganization (the “Plan”), distributions on account of allowed claims occur every 180 days. The distributions will occur each year in late April and late October until all disputed claims have been resolved. Once all disputed claims are resolved, there will be a final distribution – see notes below for more on the final distribution. Delta’s Plan does not contemplate interim distributions.

#### **What type of distribution will I receive on account of my allowed claim?**

You will receive a distribution in accordance with the Plan and the provisions set forth therein for the class of your claim.

- Administrative, Secured and Priority claim distributions are made in cash and receive 100 cents on the dollar.
- Unsecured claims are split into Class 4 and Class 6 claims:
  - Class 4 claims are those with an allowed value over \$2000 and receive distributions in stock typically deposited into a Fidelity Account established on your behalf. Class 4 claims will receive up to two distributions – the initial and the final distribution.
  - Class 6 or “Convenience class” claims are those claims with an allowed value below \$2000 and receive distribution in cash at a set percentage on the dollar.

**Will someone notify me when shares are deposited into my Fidelity Account<sup>®</sup>?**

Yes, remittance forms are prepared and mailed when distribution is made to provide you with the allowed claim number(s) as well as the shares allocated to each claim included in the distribution.

**Why is the value of my distribution not equal to the amount of my claim?**

As in virtually every bankruptcy, general unsecured claims will not receive payment in full.

- For allowed Class 4 claims, claim values are only used to determine how many shares of new Delta stock you will receive. The actual value of a creditor’s recovery will be a function of the market value of Delta’s stock.
- For allowed Convenience Class claims, under the Plan, distributions were calculated at a rate of 70 cents on the dollar for Delta claims and 91 cents on the dollar for Comair claims.

**How was my distribution calculated?**

For those with allowed Class 4 claims, the amount of your allowed claim was used to determine how many shares of stock in the reorganized Delta you would receive. As part of the bankruptcy process, we divided the amount of your allowed claim by a rough estimate of the amount of unsecured claims that might ultimately be allowed. We then multiplied the resulting fraction by the number of shares available to be distributed to unsecured creditors, in order to determine the number of shares you would receive as an initial distribution. Pursuant to this calculation, an allowed general unsecured claim of \$10,000 against Delta (i.e. \$10,000 “claim dollars”) received an initial distribution of approximately 225 shares of new common stock in the reorganized Delta Air Lines. Pursuant to the same calculation, an allowed general unsecured claim of \$10,000 against Comair (i.e. \$10,000 “claim dollars”) receives an initial distribution of approximately 140 shares of new common stock in the reorganized Delta Air Lines. A final distribution will be made on all allowed Class 4 claims when all claims have been satisfactorily resolved and allowed and the final allocation of remaining shares to

all creditors can be calculated. At this time, it is not possible to determine when that will occur.

Holders of allowed Convenience Class claims were entitled to receive a cash payment based on a recovery rate of 70 cents on the dollar for claims against Delta debtors and 91 cents on the dollar for claims against Comair debtors. For example, if your allowed claim amount was \$1,000, the distribution on a Delta claim would be \$700 ( $\$1,000 \times 0.70$ ) while the distribution on a Comair claim would be \$910 ( $\$1,000 \times 0.91$ .)

**When will I receive distribution on account of my allowed Class 4 claim?**

Under the Plan, allowed Class 4 claims receive 2 distributions – an initial distribution and a final distribution. Delta’s Plan does not contemplate interim distributions. The initial distribution is made at the next scheduled distribution date (according to the terms of the confirmed Plan) following the point in time that the unsecured claim has been allowed and Delta has received your W-9 tax information and physical street address (this information is needed to open a Fidelity Investments account in your name for the deposit of the shares to be distributed). A final distribution will be made on account of all allowed Class 4 claims when all claims have been satisfactorily resolved and allowed and the final allocation of remaining shares to all creditors can be calculated. At this time, it is not possible to determine when that will occur.

**When will I get the final distribution and how much will it be?**

**For Class 6 claims, there will be no more distributions. These claims have been satisfied in full by the payment you have received.**

**For Class 4 claims, you may receive another small distribution of shares or cash in the future.** There are many claims filed against Delta that have not yet been resolved. The final share distribution to Delta creditors (whether they be trade vendors, aircraft lessors, taxing authorities, employees, retirees or other third parties) cannot occur until all of the outstanding claims against Delta have been finally resolved. At this time we simply cannot estimate how long it will take to resolve the claims filed in the Delta chapter 11 proceeding given the enormous size and complexity of the case and the potential for litigation and appeals in the claim process. It would be highly unlikely for a final distribution to occur within a year from emergence and it would normally take significantly more time. For example, both USAirways and United Airlines, which emerged from Chapter 11 in 2005 and 2006, respectively, are still negotiating their claims and have not yet completed a final distribution (and United had a longer period in bankruptcy - 38 months - to resolve claims). As for the amount of the final distribution, that also is dependent on the resolution of all outstanding claims. Until that process is complete, we cannot say with any certainty what the size of the final distribution will be. It is likely, however, that the initial distribution to a Delta creditor will represent the significant majority of that creditor's total distribution.

**How much will shares be worth?**

The price of Delta shares is set by the market. Delta's shares trade on the New York Stock Exchange and you are able to track Delta's stock's performance online.

**How do I know if I have a Fidelity Account®?**

A Fidelity Account® will be set up for you if you have an allowed claim that is entitled to receive a distribution in equity. Aside from providing your Federal Tax ID and physical street address, you do not need to do anything to set up this account.

**How do I access my Fidelity Account®?**

When your Fidelity Account® is established, you will be mailed a detailed communication from Fidelity Investments® regarding how to login and access your account. Be on the lookout for this communication.

**How do I cash in the shares contained in my Fidelity Account®?**

Please contact a Fidelity representative at 1-800-544-6666.

**How do I move my shares out of the Fidelity Account®?**

The shares deposited on account of your allowed claim are yours and you are free to move them as you wish. As the final distribution will be made to the same account as the initial distribution, please do not close the Fidelity Account that was established for share distributions. Doing so may impede our ability to make the final distribution.

**Do I have to pay for my Fidelity Account®?**

Delta will pay the yearly maintenance fee for the account for as long as you have it. However, you will incur commissions and fees from Fidelity® if you decide to trade or transfer your stock or purchase additional securities. You can view the Fidelity Commission and Fee Schedule on Fidelity.com or you can call a Fidelity® representative for more information.

**What if I still have questions?**

These Frequently Asked Questions should answer most of the questions you may have relating to your claim or distribution. They will also be updated regularly so you may want to check back periodically.

If you do not find the answer to your question, you may submit your question by email to:

[BankruptcyCIm.delta@delta.com](mailto:BankruptcyCIm.delta@delta.com)

Or, by mail to:

Delta Air Lines, Inc.  
1030 Delta Blvd  
Attn: Bankruptcy Claims - Department 683  
Atlanta, GA 30354

Delta will use the questions received as the basis to update the Frequently Asked Questions on [Deltadocket.com](http://Deltadocket.com). Depending on the nature of your question, in some cases, a Delta representative may respond back to you directly.