

Delta consolidates and rebrands Northwest airport facilities

As you know, Delta and Northwest merged in October, forming the world's largest airline and opening up additional opportunities for customers to easily connect to more worldwide destinations. As the two airlines come together, we are working hard to make it a seamless transition for your travelers.

In the coming weeks, Delta and Northwest will complete consolidation efforts in hub airports, including Detroit, Memphis and Minneapolis-St. Paul. We're removing Northwest branding in customer-facing areas at these airports and have been hard at work preparing for the conversion to the Delta branding. By now, many of your frequent business travelers have likely seen the start of these changes.

On the night of March 30, we'll install Delta signage and branding at Northwest curbside, check-in, gates, jetways, baggage claim and baggage service locations at our Minneapolis-St. Paul, Detroit and Memphis hubs. We're also working with the appropriate airport authorities to ensure that roadway and other signage is updated to reflect these changes. Signage and airport customer service agents will continue to provide travelers with clear direction and assistance as changes are made.

For customers traveling through Memphis, all Delta ticket counters will be moving to the "B" concourse. All Delta and Northwest passengers will now check in at the "B" concourse. All Delta and Northwest passengers departing Minneapolis/St. Paul and Detroit will now check in at the same check in terminal they currently use.

Beginning March 30, all customer-facing Northwest employees will wear Delta uniforms, and Delta food and beverage options will begin appearing on Northwest-operated flights in April.

Preferred check in and WorldClubs access will remain as-is for the time being. For the most up-to-date information regarding your travelers' flight and gate status, encourage them to check in at delta.com or nwa.com up to 24 hours prior to departure. Customers may print boarding passes, change seat assignments, and check their gate and departure status online. For customers requiring additional assistance at the airport, uniformed Lobby Hosts will be available to direct customers to the appropriate Special Assistance counters for their operating carrier.

The airport rebranding process is just one step toward Delta and Northwest's consolidation, and will continue throughout this year. We expect the process to be complete at all domestic airports by the end of 2009 and at airports worldwide in 2010.