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Welcome

We know you have choices when you fly, and we truly appreciate that you choose to fly with us so often. It's a privilege to welcome you to the 2009 SkyMiles® Medallion program, and we hope you'll begin enjoying all your benefits right away.

Delta's Medallion® program offers our loyal customers benefits to improve the entire flying experience. From receiving unlimited complimentary domestic upgrades (subject to availability) to enjoying priority boarding, mileage bonuses, and discounts on Delta Sky Club™ Membership, the Medallion program is Delta's way of saying thank-you every time you fly.

That's not all. Delta's SkyTeam alliance with Aeroflot, AeroMexico, Air France, Alitalia, China Southern Airlines, CSA Czech Airlines, KLM Royal Dutch Airlines, Korean Air and Northwest Airlines® along with Delta's Associate SkyTeam members AirEuropa and Kenya Airways gives you more routes and destinations worldwide on which to earn Medallion Qualification Miles, Elite Qualification Segments and miles toward Award Travel. You can also redeem miles for Award Travel to any SkyTeam destination, and enjoy SkyTeam Elite or Elite Plus benefits such as priority boarding and priority check-in when you fly on any SkyTeam airlines. Please note that all Medallion benefits are subject to change at any time. You can view the latest program information at delta.com/medallion.

We want to provide you with the best travel experience possible, and hope that these new benefits make your next flight with us even more enjoyable. Thank you for participating in the Medallion program, and we look forward to seeing you on board soon!

Medallion Qualification

Members will earn 2010 status based on Medallion Qualification Miles (MQMs). MQMs are points used as a counter to determine SkyMiles® Medallion status. MQMs can be earned through flight activity or SkyMiles partner activity. 2010 Medallion status can also be earned through the total number of segments flown. All paid fare classes eligible to earn MQMs count towards Medallion Qualification Segments (MQSs):

- 25,000 MQMs or 30 MQSs achieves Silver Medallion status
- 50,000 MQMs or 60 MQSs achieves Gold Medallion status
- 75,000 MQMs or 100 MQSs achieves Platinum Medallion status

Medallion Qualification Time Frame

Members will qualify for 2010 Medallion status based on activity in the 2009 calendar year.

To qualify for Silver, Gold or Platinum Medallion status, simply earn the required number of Medallion Qualification Miles or Medallion Qualification Segments between January 1, 2009, and December 31, 2009. You will then enjoy the benefits of Medallion status from end of the qualifying week through February 28, 2011.

Calculating Medallion Qualification Miles and Medallion Qualification Segments

Medallion Qualification Miles earned on each qualifying Delta flight segment are currently based on a 500-mile minimum or the actual miles flown, whichever is greater, and Medallion Qualification Miles earned on other SkyMiles partner airlines vary by airline.¹ Please visit delta.com/medallion to review how Medallion Qualification Miles are calculated for Delta, SkyTeam partners, Alaska Airlines, and other SkyMiles partner airlines across all classes of service.

Medallion Qualification Segments are earned on each Delta flight segment. Medallion Qualification Segments are earned on other SkyMiles partner airlines vary by airline. Please visit delta.com/medallion to review how to Medallion Qualification Segments are calculated for Delta, SkyTeam partners, Alaska Airlines, and other SkyMiles partner airlines across all classes of service.

2009 SkyMiles Medallion Benefit Summary

From the time you make your travel plans to the moment you claim your baggage, Medallion status can improve your travel experience every step of the way. As a 2009 Silver, Gold or Platinum Medallion member, you will have access to a variety of special benefits and privileges when you travel, including complimentary upgrades, mileage bonuses, special boarding and seating privileges and discounted membership in Delta Sky Club airport lounges. The specific benefits we offer are subject to change from time to time, but you can view the current list of benefits available to you at any time by visiting delta.com/medallion.

Your Medallion Benefits

Getting You Through the Airport Faster

Check-In

Special Check-In Privileges

Medallion members have access to designated, BusinessElite®/Business Class or First Class check-in areas at most airports — even when they're not traveling in Business or First Class.

Premium check-in for First Class, Medallion, BusinessElite/Business Class and SkyTeam Elite passengers is located in Terminal 2 at New York's John F. Kennedy International Airport (JFK).

Security

Security Lines for Platinum and Gold Members

Platinum Medallion and Gold Medallion members have access to frequent traveler security lines in select U.S. airports. To use these lines, simply show your Medallion card along with the appropriate boarding documents. For a list of cities that have these lines available, visit Frequent Traveler Security Lines at [delta.com](https://www.delta.com). Please note that this benefit is subject to government security regulations and may be suspended at any time by government directive.

Boarding

Priority Boarding

Medallion members are invited to board early on most flights.² This will give you more time to find your seat and store your carry-ons before general boarding. With Delta's zone boarding process, Medallion members seated in the front rows of Economy Class will be boarded as Zone 2. Medallion members seated in the back rows will be boarded as Zone 3.

Breezeway Boarding

Medallion members, First Class, Business Class, BusinessElite, SkyTeam Elite and SkyTeam Elite Plus customers can now take advantage of Breezeway boarding. If you missed the opportunity to board during Zones 1, 2, or 3, you can now by pass the general boarding and take advantage of the Breezeway lane for immediate access to the jet way.

Baggage Retrieval

Priority Baggage Handling for Platinum Members on International Flights

Platinum Medallion members are offered priority baggage handling on International flights six hours or more on duration. When you travel on Delta or SkyTeam operated International flights, your bags are among the first off the aircraft. As you check in at the airport for an applicable flight, your bag tags will automatically be marked for priority handling.

Traveling in Comfort Upgrades

Complimentary Upgrades

Your Medallion membership entitles you to enjoy unlimited complimentary upgrades, subject to availability, from most published coach fares on Delta, Northwest and certain Delta-designated codeshare flights in North America, within or between the United States (excluding Hawaii), Bermuda, Canada, the Caribbean and Mexico, and between the United States and Central and South America, except as noted below.

Unlimited complimentary upgrades are subject to availability, may not be available on all flights or in all markets, are not valid for travel to/from Hawaii and are not available on Delta Connection[®] carriers (except Shuttle America and select Comair, Pinnacle and SkyWest flights).

Complimentary upgrades are not available on flights to/from South American cities that are serviced with our BusinessElite product (i.e., Buenos Aires, Argentina; Santiago, Chile; Rio de Janeiro and São Paulo, Brazil).

Upgrades for Medallion members will be automatically requested for you when you make an eligible reservation at delta.com, over the phone or with a travel agent. Upgrade requests will be automatically confirmed based on availability, class of service, and Medallion status.

The window during which your upgrade can be confirmed depends upon your Medallion status and the fare class of the ticket you buy. All Medallion members may confirm upgrades for tickets purchased at Y fares at the time of ticketing based on availability. Tickets purchased at B, M, H, Q, K, L, U, and T fares may be confirmed as follows:

- Platinum Medallion members – five days before travel
- Gold Medallion members – three days before travel
- Silver Medallion members – one day before travel

Your pending Upgrade request will be automatically transferred to the airport standby list at time of check-in.

Flight cancellation, substitution of equipment or other irregular operations may result in the cancellation of confirmed upgrades. Delta's liability, if any, in the event of irregular operations is governed by the terms of its contract of carriage and shall be based upon the original fare purchased. Upgrades do not affect SkyMiles mileage accrual. Mileage accrued is based on the original fare purchased. Changes in reservations on ticketed itineraries are permitted only pursuant to the rules of the original coach fare purchased. Where permitted, changes may require payment of a change fee and/or any difference in the applicable fare.

For additional details and the most up-to-date information concerning complimentary domestic upgrades, please visit delta.com/medallion.

Complimentary Companion Upgrades

You and a travel companion may both enjoy the comfort of our First or Business Class cabins. Simply use your unlimited complimentary upgrades to upgrade a non-Medallion SkyMiles member of your choice, as long as he or she is traveling with you on the same flight.

Upgrades for travel companions are available on tickets purchased in Y, B, M, H, Q, & K fare classes only. L, U or T fare classes are not eligible for Companion upgrades.

The confirmation window of a companion is based on the companion's status and the fare class of the companion's ticket. Complimentary companion upgrades are confirmed no sooner than twelve hours before departure on qualifying fares.

If you and your traveling companion have the same reservation record, however, your upgrades will both be cleared based on the lower membership status. For example, if a Platinum Medallion member and non-Medallion member are both traveling with a K class fare, both the Platinum Medallion member and the non-Medallion member will confirm 12 hours prior to departure.

Companion Upgrades can be booked and requested at delta.com or by calling a Delta reservations representative. They must be requested at least three hours before the scheduled departure of the flight.

Companions who change their itinerary and are no longer traveling with the Medallion member after the change are not eligible for a complimentary upgrade. If an upgrade was confirmed prior to the itinerary change, the companion's reservation will be changed to reflect the original Economy class of service for the new itinerary.

Except as stated in this section, the rules governing complimentary Medallion member upgrades also apply to companion upgrades.

For additional details and the most up-to-date information concerning complimentary domestic companion upgrades, please visit delta.com/medallion.

Platinum Medallion Upgrade Certificates

Platinum Medallion members will receive six certificates that may be redeemed for upgrades on most Delta and Northwest flights worldwide.

For travel within or between the 50 states, Bermuda, Canada, the Caribbean and Mexico, these certificates may be redeemed to upgrade any published fare booked in Y, B, M, H, Q or K class. For all other international travel, these upgrades are valid on any published fare in Y, B or M class. Your certificates will automatically be mailed to you in your credentials package when you qualify for Platinum Medallion status. They are subject to additional terms and conditions set forth on the certificates themselves.

Delta Sky Club Membership Discount

Find a better way to travel with the club voted “2007 Best Airline for Airport Lounges” by *Executive Travel* magazine and “Best Airport Lounge 2007” by *Business Traveler* magazine. With fully equipped conference rooms, workstations and dedicated Quiet Zones, the Delta Sky Club offers you the amenities and services you need to remain productive while you’re between flights. T-Mobile® HotSpotSM Wireless Internet access and refreshing Dasani® water bars are two new amenities being introduced in many of the clubs. With the Delta Sky Club’s extensive worldwide network, you’ll enjoy exceptional comfort just about anywhere you travel.

In 2009, your Medallion status entitles you to purchase a discounted Delta Sky Club membership. Current rates are available at delta.com/skyclub. Membership applications may be obtained online or at any Delta Sky Club reception desk, Delta Ticket Counter or City Ticket Office. This benefit is subject to all terms and conditions of Delta Sky Club membership and house rules. For complete terms, conditions and house rules, visit delta.com/skyclub.

Access to International Airport Lounges

Platinum Medallion members automatically receive SkyTeam Elite Plus status. This means that you have access to Delta’s international Delta Sky Club network as well as to the lounges of our SkyTeam partners, regardless of the class of service you are traveling in. Simply present your same-day international ticket and Platinum Medallion membership card upon check-in at the applicable participating lounge in your city of travel for a complimentary one-day invitation.

Regardless of Medallion status, all passengers traveling on a same-day international BusinessElite ticket may have access to any of the Delta Sky Clubs or applicable international partner lounges. Please note that lounge access is based on availability and not all international

partners participate. For information on specific airport locations, please contact a Delta representative.

Preferred Seating^{3,6}

For your comfort and convenience, a number of choice Coach/Economy Class seats are set aside for Medallion members. When making reservations, just provide your Medallion membership number and request a preferred seat. This service is offered on most Delta-operated flights, subject to availability. (Please note that select seats may be reassigned to passengers with certain categories of disability.)

Priority Waitlist Status³

If the class of service you prefer is not available when you make your reservations, you'll receive priority waitlist status. This benefit is available to you when requesting an upgrade using miles or a Platinum Medallion certificate or if you're traveling on a fare that allows waitlist.

Additional Medallion Benefits

Medallion Mileage Bonus

For every qualifying flight, you receive bonus miles in addition to the standard miles awarded for your flight. Platinum Medallion and Gold Medallion members earn a 100% mileage bonus, while Silver Medallion members earn a 25% mileage bonus. This bonus is applied based on miles flown or a 500-mile minimum, whichever is greater.

Premium Sales and Service

If you wish to make a reservation and don't have access to delta.com or have a question about your benefits, just call the Premium Sales and Service number on the back of your Medallion membership card. Representatives are available 24 hours a day, 7 days a week, when calling from the United States, Canada, Puerto Rico and U.S. Virgin Islands.

delta.com

delta.com is the best place to find the most up-to-date information about your Medallion benefits or to review SkyMiles program information. You can sign up to receive e-mail notifications about program updates and special offers. To enroll, visit delta.com/enrollemail. The chart below outlines where to find more information online about the services available to you.

If you want to	Visit...
<ul style="list-style-type: none">• Purchase tickets• View flight schedules• Choose your seat• Download timetables, departure and arrival information• Find out which movie is playing on your flight	delta.com
<ul style="list-style-type: none">• Check in for your domestic flight	delta.com/checkin
<ul style="list-style-type: none">• Redeem miles for Award Tickets	delta.com/awardticket

<ul style="list-style-type: none"> • Sign up for e-mail updates and offers 	<u>delta.com/enrollemail</u>
<ul style="list-style-type: none"> • Review your Medallion benefits 	<u>delta.com/medallion</u>
<ul style="list-style-type: none"> • Sign up for online statements • View your SkyMiles statement • Access special fares and partner offers 	<u>delta.com/skymiles</u>
<ul style="list-style-type: none"> • Confirm your Medallion Complimentary upgrade 	<u>delta.com/skymiles</u>
<ul style="list-style-type: none"> • View details about Delta Sky Club membership 	<u>delta.com/skyclub</u>

SkyTeam Benefits

SkyTeam is a global alliance of the following airlines: Delta, Aeroflot, AeroMexico, Air France, Alitalia, China Southern Airlines, CSA Czech Airlines, KLM Royal Dutch Airlines, Korean Air and Northwest Airlines; SkyTeam Associate members include AirEuropa and Kenya Airways.

With SkyTeam, your Medallion benefits follow you around the world, making global travel that much more comfortable and convenient. With a network of hundreds of destinations and thousands of flights a day, SkyTeam helps you earn Medallion status and Award Travel faster. It expands your opportunities to earn miles and maintain Medallion status because you'll earn Medallion Qualification Miles and Elite Qualification Segments on every qualifying flight worldwide.

Please visit [skyteam.com](https://www.skyteam.com) to review all SkyTeam benefits available to you.

Medallion Membership Rules and Conditions

Membership Rules & Conditions

All benefits that Delta offers in the Medallion program are conditioned upon your compliance with these Membership Rules and Conditions, the Medallion program terms and conditions described elsewhere in this guide, all terms and conditions of the SkyMiles program, all terms and conditions of Delta's contract of carriage, Delta's fare rules and all other applicable Delta rules and regulations. These rules are subject to change at any time.

Current versions of the Medallion Benefit Guide, the SkyMiles Membership Guide and Program Rules, Delta's contract of carriage and other applicable rules that may apply to your travel are available at delta.com or from a Delta representative. Please check back frequently for program updates or rule changes.

Program Changes and Termination

Delta and its program partners reserve the right to change any program rules, benefits, regulations, Travel Awards, fees, mileage Award levels, and special offers at any time without notice. This means that Delta may initiate changes, for instance, affecting partner affiliations, rules for earning mileage credit, continued availability of Medallion benefits and the terms and conditions imposed upon those benefits. Delta may also impose or change capacity limitations on any such benefits. Such changes to Delta's frequent flyer program may include modifications that (i) govern mileage credits or other benefits earned on or after the date of change, (ii) change the value of already accumulated mileage credits or other benefits, or (iii) govern mileage credits or other benefits earned on or after the date of change and change the value of already accumulated mileage credits. Delta reserves the right to terminate the Delta SkyMiles® frequent flyer program, including the Medallion program, with six months' notice.

Unless otherwise stated, the terms and conditions of the Medallion Benefit Guide and the SkyMiles Membership Guide and Program Rules in effect at the time of your travel, request for a benefit or other transaction will govern the transaction.

Audit

Delta reserves the right to audit members' accounts at any time without notice to ensure compliance with the SkyMiles and Medallion program rules, Delta's contract of carriage, Delta's fare rules and all other applicable Delta rules and regulations.

Termination for Violations

Delta reserves the right to terminate your Medallion status at any time if you violate the Medallion or SkyMiles membership rules, any term or condition of Delta's contract of carriage, Delta's fare rules or any other Delta rules and regulations that apply to your travel. Delta may also terminate your membership in the SkyMiles program or deduct mileage from your account, as set forth in the SkyMiles Membership Guide and Program Rules. Termination of your Medallion membership will result in a loss of all Medallion benefits, including cancellation of any unused upgrade certificates.

It is your responsibility to familiarize yourself with the SkyMiles program rules and with the other terms and conditions that apply to your travel on Delta. If you have any question about the rules that are applicable to your situation, please check [delta.com](https://www.delta.com) or contact a Delta representative for guidance.

Sale or Barter Prohibited

The sale or barter of upgrades, upgrade certificates, mileage credit, vouchers, Award Certificates or Award Tickets by SkyMiles members is prohibited. Delta will terminate or deduct mileage from the account of any member who violates this rule. Award certificates, tickets or upgrades obtained through prohibited sale or barter transactions are VOID, invalid for travel and will be confiscated. Persons trying to use such tickets or upgrades will not be permitted to travel unless they purchase a ticket from Delta at the applicable fare.

Privacy Statement

We are always conscious and respectful of your personal privacy. Visit [delta.com/privacy](https://www.delta.com/privacy) for our full privacy policy.

Endnotes

¹ A qualifying flight segment is one Delta, Delta Connection, Delta Shuttle, Alaska Airlines, Aeroflot, AeroMexico, Air France, Alitalia, China Southern Airlines, CSA Czech Airlines, Northwest Airlines, Korean Air, KLM Royal Dutch Airlines and SkyTeam Associates AirEuropa and Kenya Airways flight taken with the purchase of a fare that is eligible for frequent flyer mileage credit.

² Delta does not offer priority boarding on Delta Connection or Delta Shuttle flights. AeroMexico offers priority boarding on all flights except between Mexico City and Monterrey. Air France and Korean Air offer priority boarding on international flights only. Alitalia offers priority boarding where operationally available. Also, with our enhanced relationship with Alaska Airlines, members will be offered priority boarding on all flights operated by Alaska & Horizon Airlines.

³ Some benefits may not apply on Delta Connection, Delta Shuttle, AeroMexico, Air France, Alitalia, CSA Czech Airlines or Korean Air flights.

⁴ Air France offers this benefit from France to the following destinations: North America, South America, Asia, Africa, the Middle East (except Israel), the Caribbean and Indian Ocean destinations. Korean Air offers this benefit on flights with more than four hours of flying time. CSA Czech Airlines offers this benefit to all long-haul destinations in North America and the Middle East (except Israel). Alitalia offers this benefit from Italy to all long-haul destinations in North America, South America, Asia and West Africa.

⁵ Priority airport standby is not available on Korean Air.

⁶ Air France offers preferred seating from France to the following destinations: North America, South America, Asia, Africa, the Middle East (except Israel), the Caribbean and Indian Ocean destinations. Korean Air offers preferred seating from Korea to all long-haul destinations in North America, South America and Europe. CSA Czech Airlines offers this benefit from Prague to all long-haul destinations in North America and the Middle East (except Israel). Alitalia offers preferred seating on transatlantic service only.

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