



Delta Air Lines, Inc.
P.O. Box 20980
Atlanta, GA 30320-2980
www.delta.com

November 29, 2010

REF # 9541916

10-0.39-98338Z11.p01 CR_PA_type2



Mr. Antonio Magni
151
Via Valle Berlino
Rossiglione GE 16010
Italy

Dear Mr. Magni:

On behalf of Delta Air Lines, I would like to extend my personal apology for the inconvenience you experienced as a result of the delay of Flight DL0161 on November 24, 2010.

In light of the current state of the economy, and in today's competitive airline industry, travelers expect the best value for their travel dollar. Delta strives to provide this value through a mix of safety, on-time performance, courteous and professional service, and a wide range of destination options. We want to make travel on us a convenient and trouble-free experience for our passengers and I am truly sorry we failed to do so on this occasion.

To demonstrate our commitment to service excellence and as a gesture of apology for our service failure, I am adding 2500 bonus miles to your SkyMiles account 2524927759. These bonus miles and those earned on flights and through hundreds of partners can be used toward award travel on Delta, our 25 partner airlines, and at SkyMiles Marketplace, a new program where you can redeem miles for car rentals, hotel stays, merchandise, and more. Please visit us at www.delta.com/skymiles to verify your mileage balance and to gain access to all of our mileage redemption programs.

It is our goal to provide exceptional service on every occasion, and I hope you will provide us with an opportunity to restore your confidence. Your support is important to Delta, our Connection carriers and our SkyTeam partners. We look forward to your continued patronage and the privilege of serving your air travel needs again soon.

Sincerely,

Toby Broberg
Director, Customer Care