



DELTA DISABLED PILOTS AND SURVIVORS ASSOCIATION

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Notifying Delta of the death of a pilot

Two survivors of Delta pilots recently encountered delays within the Employee Service Center (ESC) in processing the claims to obtain monthly income survivor benefits from the Delta Pilots Disability and Survivorship (D&S) Plan.

The information on the Delta.net website for reporting the death of an employee or retiree states that, *"Within five days after a death is reported, the ESC will send a letter of condolence to the surviving family member along with a Survivor Income Eligibility Statement for Delta retirees."* Unfortunately, receipt of the condolence letters and eligibility statements were delayed in these recent cases.

Because the claims for the monthly income survivor benefit must be filed with Delta by the 5th day of a month in order to receive the benefit on the 1st day of the following month, the delay in the receipt of claim forms in these two cases resulted in delayed receipt of benefits. After these survivors notified DDPSA about the delay, DDPSA contacted Delta and the payments to the survivors were expedited.

In order to avoid similar delays in the future, the following process may be helpful for survivors who are eligible for the monthly income survivor benefit.

1. When notifying the ESC of the death of a pilot, stress that you are the survivor of a Delta pilot who retired before January 1, 2008, and that you should be eligible for monthly income survivor benefits from the Delta Pilots D&S Plan.
2. Verify that the ESC will be sending the condolence letter and eligibility statement to your current address.
3. If the letter of condolence has not arrived in about seven to ten days after reporting the death, call the ESC again and ask for verification that the letter was mailed and the address to which it was mailed. You also may want to ask the ESC representative to email the required forms.
4. Promptly fill out the Survivor Income Eligibility Statement and return it to the ESC along with the Death Certificate, Marriage Certificate and Birth Certificates of both the pilot and the surviving spouse.
5. The information on Delta.net indicates that copies of social security award letters must be filed by survivors receiving benefits from the Delta Retirement Plan. **THIS IS NOT A REQUIREMENT FOR SURVIVORS OF DELTA PILOTS WHO DECEASED AFTER RETIRING.**

Thank you for your continuing support of DDPSA.

Ev Gost

DDPSA Chairman of the Board of Directors