



DELTA DISABLED PILOTS AND SURVIVORS ASSOCIATION

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COMMUNICATIONS WITH THE EMPLOYEE SERVICE CENTER (ESC)

The widow of one of our pilots recently contacted the ESC after his death in order to determine the amount of her survivor's benefit. She was told that she was not entitled to survivor benefits.

Two years ago, the ESC told a survivor that her D&S Plan benefits would cease in 7 years.

The common problem in these two miscommunications is that the ESC representative was conveying information that relates to the survivors of non-pilot employees and retirees. The Delta Pilots Disability and Survivorship (D&S) Plan provides different benefits than the D&S Plan for non-pilot employees and retirees. Consequently, **it is important to emphasize that the deceased was a pilot when communicating with the ESC about survivor benefits.**