Important

- The presentation will be recorded. All Zoom participants will receive an email with a link to the recording. The recording will also be available on the Purchase, Pay & Travel website following the session.

- All participants are automatically muted on Zoom to avoid any background noise throughout the presentation.

- Enter any questions they have into the chat feature of Zoom throughout the presentation.
RAISING THE BAR ON CORPORATE TRAVEL.

It is our goal at Delta to create the best travel experience possible. We understand that a smooth travel experience leads to happy and successful travelers. We’ve listened to what travelers need and want, and we went to work creating innovative tools to meet those needs.

Check-In Recognition
Delta’s kiosks and online check-in channels can identify Corporate Travelers by their company’s name — recognizing the value of both your traveler and your partnership.

Priority Service Recovery
Corporate Travelers will be prioritized above other passengers during rebooking for flights and seats when Medallion® Status and booking class are the same.

Involuntary Downgrade Protection
In the unlikely event we can’t accommodate every ticketed passenger in a cabin of service, Corporate Travelers take priority over non-Corporate Travelers of comparable status.

Delta Vacations®
Delta Vacations, the official vacation provider of Delta, gives Corporate Travelers the benefits, flexibility and service to truly customize their vacation with savings up to $500 per booking and an extra 3,000 bonus miles per person.

Priority Boarding
A higher boarding priority for SkyMiles® Members ensures that they get on their flight sooner. If a Corporate Traveler is not a SkyMiles Member, he/she can still take advantage by enrolling and ensuring his/her SkyMiles number is added to the reservation by the time of check-in.

Preferred Seats
Corporate Travelers can choose where they sit — aisle, exit row or window — near the front of the plane at no extra cost.

Involuntary Denied Boarding Protection
If every confirmed passenger cannot be accommodated on a flight, Corporate Travelers receive priority status and enhanced protection from involuntary denied boarding.

Delta Sky Club® Exclusive Discount
Corporate Travelers are eligible for an exclusive Membership offer of 20% off an Executive Membership and 10% off an Individual Membership to the Delta Sky Club, our premium airport lounge.

Priority Standby
Corporate Travelers receive tie-breaker prioritization over similarly situated non-Corporate Travelers when standing by for a flight.

Priority Medallion Upgrades
We now offer Corporate Travelers who are SkyMiles Medallion Members more benefits, like upgrade priority over other Medallion Members in the same Medallion group.
YOUR TRAVELERS ARE AT THE CENTER OF EVERYTHING WE DO.

See the latest ways Delta is giving you and your travelers more.

- **MORE AVAILABLE SEATS**
  - May 1: Customers will be able to choose any available seat, while enjoying new services, products and rewards
  - Masks will continue to be required; industry-leading cleanliness standards will remain; expert health and medical partners help shape ongoing innovation

- **MORE REWARDS**
  - SkyMiles® Members can earn up to 75% more towards Medallion® Status
  - Most ticket types apply — including Award Travel, an industry first
  - Coupled with industry-leading Status extension and Rollover MDM benefit, Medallion Members have a generous head start on 2022 Status

- **MORE TO ENJOY**
  - April 14: Snacks and beverages are back with a redesigned, safer service created in partnership with Mayo Clinic
  - Snip and snack on classic and new treats — the first step in bringing food back better
  - Stop-by and relax at more open Delta Sky Clubs before or after your flight

- **MORE DIGITAL TOOLS**
  - Streamlined digital Travel Planning Center is a one-stop resource to navigate where to go and what to do, all within a couple of clicks
  - Delta Discover Map allows customers to search by price or destination type as more service resumes

- **MORE FLEXIBILITY**
  - Extending the validity of all tickets expiring in 2021 and all tickets purchased in 2021 to expire Dec. 31, 2022
  - Extending existing change fee waiver for all Basic Economy tickets purchased through April 30, 2021 (also includes travel originating outside North America)
  - Permanent elimination of change fees for all premium and Main Cabin tickets that originate in North America

- **ENHANCED HEALTH & SAFETY EFFORTS**
  - Global Cleanliness team continues to innovate on cleanliness
  - Onboard hand sanitizing stations and antimicrobial lavatory lighting
  - Lysol Disinfecting Wipes used to clean customer-facing areas at airports and on aircraft
  - Contactless tap-to-pay technology options onboard
  - Ongoing partnership with TSA to ensure airport checkpoint cleanliness
INDUSTRY LEADING SKYMILES & MEDALLION MEMBER UPDATES.
Delta is paving the way by extending Medallion® Status and key SkyMiles® benefits into 2023.

MEDALLION STATUS & BENEFITS:

• **Medallion Status for 2021 will be automatically extended** for the 2023 Medallion Year

• **All Medallion Qualification Miles (MQMs) will roll over** to 2023 to qualify for 2023 Medallion Status – for the second year in a row

• **Members who earn Status in 2021 will receive enhanced benefits**

• **Continue to earn up to 75% more towards Medallion Status** on most Delta flights through Dec. 31, 2022
ONBOARD RECOGNITION.
Corporate traveler experience enhanced with onboard recognition.

HOW IT WORKS:

• Delta’s Corporate Recognition program includes Onboard Recognition - an additional benefit designed to add value to your travelers’ business travel experience.

• Flight attendants are empowered with key information to better engage with corporate customers while in flight with an innovative tool on their handheld phablet devices.

• With the Guest Service Tool, flight attendants can recognize high-value customers and better serve those on board who may need extra assistance or attention.
SETTING THE STANDARD FOR SAFER TRAVEL

With the Delta CareStandardSM, we’re focused on protecting you and your travel plans. We’re partnering with trusted health experts to raise the standard for safer travel and offering added flexibility to change plans with ease. See how we are raising the bar at every step in the travel journey.
PLAN AND TRAVEL WITH CERTAINTY.

Navigate ever-changing travel requirements with Delta Air Lines’ interactive map.

Get an at-a-glance look at where Delta is flying and what to expect with the interactive travel requirements map powered by Smartvel. This digital experience is available on the Fly Delta app and delta.com, so your travelers can stay ahead of updates and prepare with confidence. This new tool is just one of the ways we’re using technology to address customer feedback and lead industry efforts to help customers return to travel.

EXPLORE THE MAP

This map is color-coded to indicate four travel statuses: Open to visitors, open with restrictions, restricted entry and destination not available. Click any location for information, updated daily and curated from national and local government agencies and the International Air Transport Association.

KNOW WHAT TO EXPECT

Once a location is selected, your travelers will see potential travel requirements including quarantine, testing, travel forms and paperwork. Here, they can also review local health information, local COVID-19 guidelines, links to necessary forms and applications needed prior to travel.

PREPARE FOR
REENTRY TESTING

Before entering or transiting through the U.S., travelers must obtain negative COVID-19 test results. To prepare, travelers can use this interactive map to review testing requirements and find testing options, including both in person and at home solutions. To view this information, travelers will select the U.S. on the map, click “SEE MORE INFO” on the popup and click the dropdown arrow next to “Negative COVID-19 Test Result” for expanded details.
EXPANDING FACIAL RECOGNITION CAPABILITIES.
Delta’s launching the first-ever Delta-TSA PreCheck® express lobby and bag drop.

Continuing to innovate the Airport Experience

• Delta’s digital identity experience* is an industry first exclusive partnership with TSA PreCheck.
• Expanding upon this experience, Delta unveiled its first-ever Delta-TSA PreCheck express lobby and bag drop*
• Travelers will have a more efficient, hands- and device-free way to navigate the airport without showing a paper boarding pass or a physical government ID.

Travelers will need to:

1. Store passport information and TSA PreCheck or Global Entry Known Traveler Number securely in their SkyMiles profile in the Fly Delta app.
2. Opt into the program at check-in using the Fly Delta app.
3. At the airport, look into the camera at bag drop, the security checkpoint and the boarding gate to use your digital identity in place of a physical ID and boarding pass.
CARBON NEUTRAL FROM MARCH 2020 ONWARD

Delta has an ambitious vision to fly sustainably by investing in:

- **Carbon reduction** from decreasing jet fuel consumption and enhancing flying efficiency
- **Carbon removal** by investing in innovative projects and technologies to take carbon out of the atmosphere
- **Stakeholder engagement** to build coalitions that advance carbon reduction and maximize global impact

“Connecting the world and protecting our environment for future generations cannot be mutually exclusive. You and your travelers should not have to choose between seeing the world and saving the world.”

– Ed Bastian
CEO, Delta Air Lines

Committed $1 billion over ten years to become the first carbon-neutral global airline

Book confidently knowing that Delta offsets jet fuel emissions when you and your travelers fly
HONORED TO SERVE YOU AND YOUR COLLEAGUES.
EXCLUSIVE DISCOUNT OFFERS.
Delta Sky Club® and Delta Vacations.

DELTA SKY CLUB OFFER

Now through December 31, 2022, your travelers can enjoy:

• **Individual Membership** 10% discount; $490.50 annually
• **Executive Membership** includes two guests per visit. 10% discount; $760.50 annually
• **Promo Code**: 5SC99

DELTA VACATIONS OFFER

• Book a flight and hotel package to any Delta Vacations destination worldwide
• Save up to $300 per booking
• **Promo Code**: 6SC60

*Terms & Conditions apply*
THANK YOU

ERNIE PEREZ
GLOBAL SALES | SR SALES ACCOUNT EXECUTIVE