

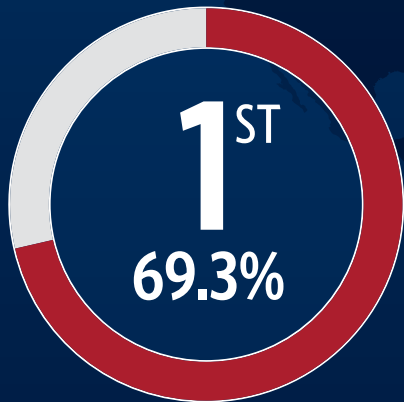
OUR NUMBERS SPEAK FOR THEMSELVES. DELIVERING ON OUR COMMITMENTS.

In 2017, Delta continues to lead all U.S.-based Global airlines¹ in on-time performance, completion factor and least number of baggage handling complaints. Delivering on our commitments doesn't only mean staying ahead of the pack, but providing the level of service your travelers deserve by getting them to their destination, on-time and with their bags, more often than our competitive set.



EARLY OR ON-TIME ARRIVAL

AO On-Time Performance²

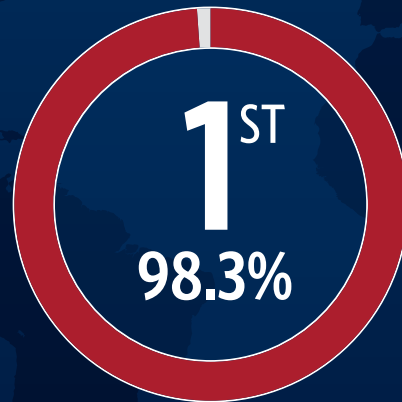


2nd : United - 66.4%
3rd : American - 62.3%



COMPLETED FLIGHTS

Completion Factor²



2nd : American - 97.9%
3rd : United - 97.9%



BAGS ARRIVE SAFE AND SOUND

Baggage³

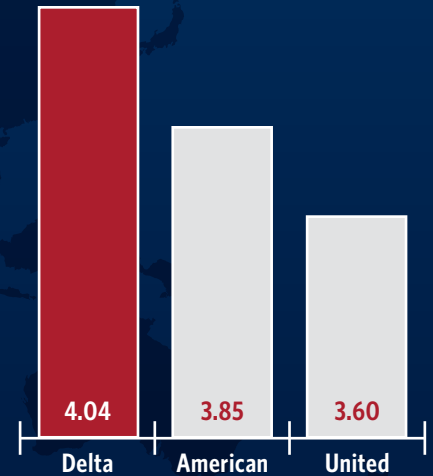


2nd : United - 2.42
3rd : American - 2.80



TRAVELER EXPERIENCE

Overall Satisfaction⁴



1. U.S.-based global airlines operating transoceanic flights: American Airlines, United Airlines, and Delta Air Lines. 2. Based on January - June 2017 statistics for on-time arrival (AO) for all flights scheduled and completion rate as provided by FlightStats for all flights flown and compared to other U.S. global carriers flying transoceanic routes: United Airlines and American Airlines. 3. DOMESTIC MAINLINE PERFORMANCE: Based on January - May 2017 statistics for mishandled bags per 1,000 passengers enplaned as provided in the July 2017 DOT Air Travel Consumer report for domestic flights scheduled and compared to other U.S. global carriers flying transoceanic routes: United Airlines and American Airlines. 4. SOURCE: ISM (Industry Satisfaction Monitor) Domestic Survey Program, 3ME March 2017. © 2017 Delta Air Lines, Inc. 07/17 002767

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