



John W. Boatright
Vice President
Corporate Real Estate

Delta Air Lines, Inc.
P.O. Box 20706
Atlanta, GA 30320

April 4, 2012

Mr. Brent Armstrong
100 Galleria Pkwy., Suite 1860
Atlanta, GA 30339

Dear Brent:

Delta Air Lines is most appreciative of the real estate partnership you and your team have provided to Delta for over 20 years. In 1989, we engaged you to represent Delta in locating a 165,000 square foot office space for our new company, Worldspan. Your market knowledge and negotiating skill placed Worldspan in a Class A office space sublease at effectively \$15.00 per square foot below the market. That facility is in continued use today by the successor company and is in a prime location with very competitive rates, which has benefited us through the years.

In 1991, we engaged your services to assist Delta Air Lines in developing a master plan for new headquarters facilities. You had relationships with top site planners in Atlanta, which we employed to develop layouts and land use plans our new corporate site plan. In order to acquire the land necessary to accommodate this development, we purchased approximately 89 residential home sites which were owned by some families through two generations. You successfully completed this assignment with no calls or complaints to our executive officers. We later went on to build the Delta Reservations center and the Worldspan data center on some of this property. In addition acquired office space that has remained in use for a number of years.

In the mid-1990s, we requested that you handle the lease mitigation of many marketing and ticket offices across the US. We provided you with approximately 112 locations, and over a two-year period you closed 75% of the offices and saved Delta approximately \$3.1 million. Finally, in a depressed real estate market you were successful in helping find a buyer for Delta's vacated Greenbriar facilities after the original buyer defaulted, which allowed us to release a non-performing asset quickly.

We appreciate our long-standing partnership and I truly hope there will be an opportunity to work again together in the future. I would be pleased to speak directly to organizations considering an engagement with The Armstrong Group.

Sincerely,

A handwritten signature in blue ink that reads 'John W. Boatright'.

John W. Boatright
Vice President – Corporate Real Estate