



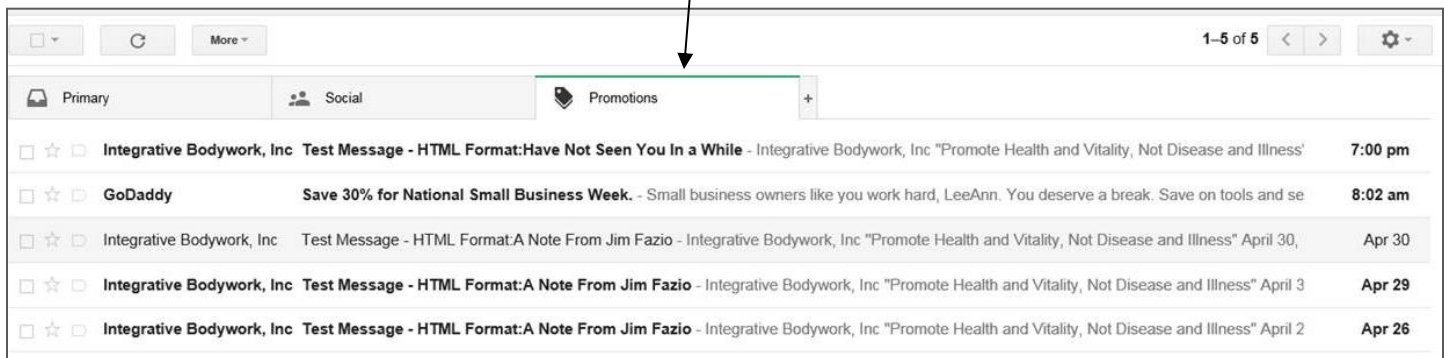
Gmail Users

We want to let you know that Gmail implemented a MAJOR change in 2013 to how their users receive mail. Instead of all mail going directly to your INBOX, *emails are automatically filtered to tabs such as “**Social**” and “**Promotions**” that Gmail added.* And you can only see these if you look at your email on the web at gmail.com, or if you click on the “hamburger” menu icon (three horizontal lines) on your phone.

Here's why this matters to you and how you can fix this...

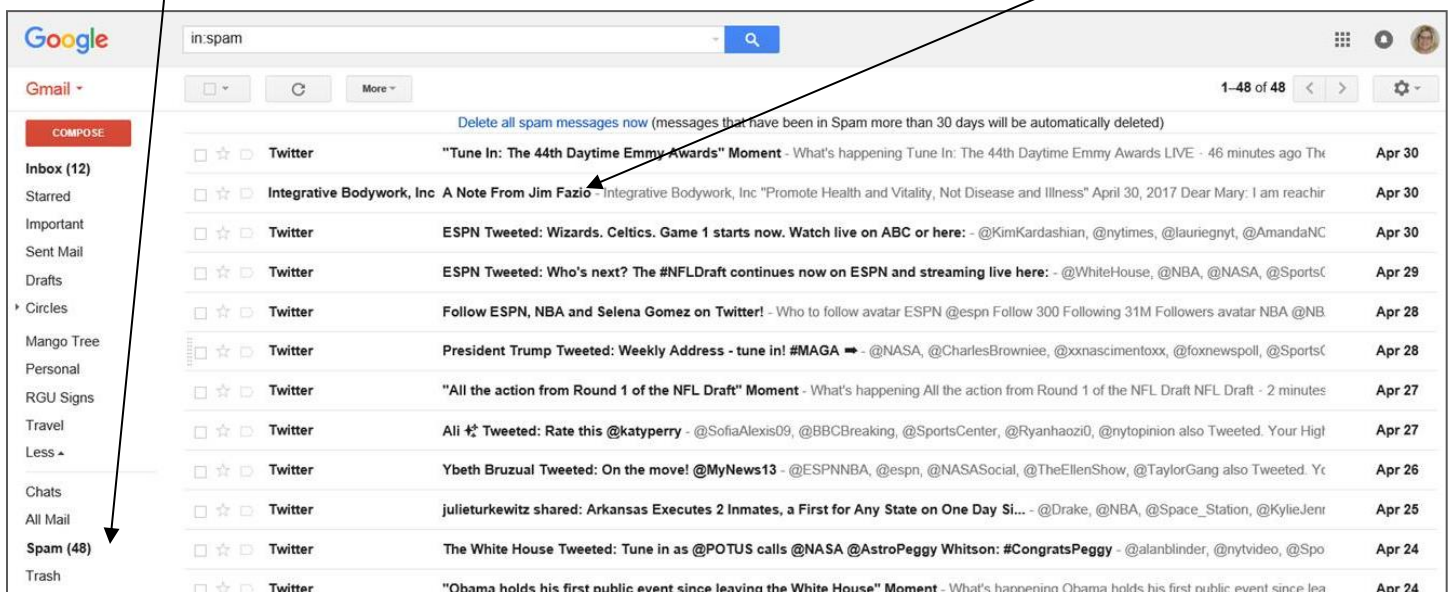
With this change – our emails to you may be showing up in the “**Promotions**” folder – completely by-passing your inbox and will only be seen if you remember to look in the “Promotions” folder.

You can see in the sample below, I receive the “test” emails (when we are creating a client’s newsletters) in my PROMOTIONS folder/tab. (The active folder/tab is indicated by a green line.) In order to see these emails, I have to click on the Promotions tab. When you check your gmail either on your phone or computer, you only see what is in the Primary tab unless you select/click the Promotions or Social tab. This may be why you are not seeing your Delta emails.



Unfortunately, our newsletters may go to your **SPAM folder** in gmail! If this happened to you, look at the menu at the left of your screen and **click on the little down arrow next to “More”** to see additional folders.

Click on "Spam" on the left side to check your Spam folder. You can see my client's newsletter went to my Spam folder.

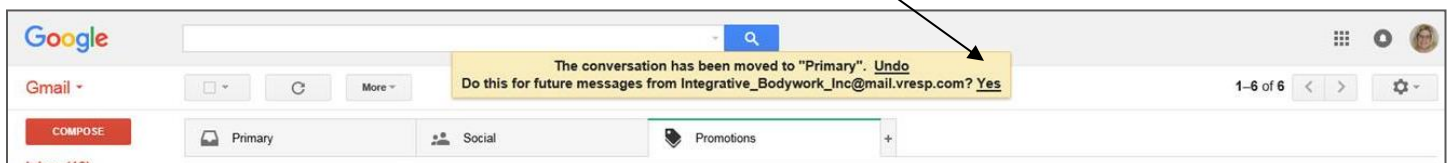
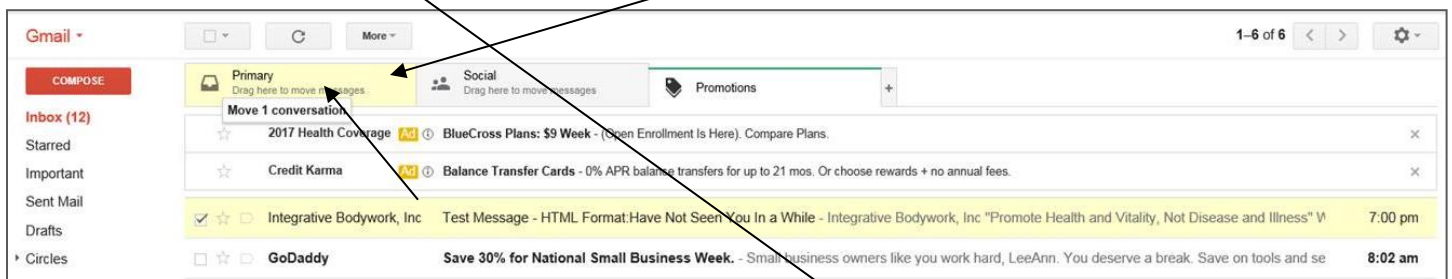


You can correct this (either the promotions or spam) by:

Step 1 (20 second fix):

If you use Gmail, in order to receive our newsletters to you via your **Primary** inbox, you'll need to change your settings. First, find an email from DSTBCAC (use our last newsletter), point, click and drag it to the "Primary" tab. When you release your mouse, a little note will appear asking you to confirm you want to receive all future emails from DSTBCAC to your inbox— simply click "Yes" when the alert pops up.

Please be sure to look in your Spam folder as well.



Here's to staying connected.