



Internal Memorandum

Date: 03/1/2018

From: Mitchell Anderson

Subject: NTSB Investigation: Flight 2023, 24-FEB-18, MCO-MSO A330-300- N817NW (3317)

We briefed on time at 9:35AM we arrived AC early to get it flight ready for boarding. The captain advised us that flight time would be approximately 2:55 we took off as normal. The service went as planned and we finished as required. I was working at the 2LR galley area and all carts were stowed and secure. Approximately 30-45 min on initial descent 4 of the 7 Flight attends were in the 2LR galley and we hit severe turbulence. (Candy Palmer, Lisa Estok, Diana Rivera and myself) we all lost our balance and were thrown towards door 2R and it continued for a few minutes. Candy was on the floor and I kept myself from falling on top of Candy, I did not hit the floor the other 2 FA's lost their balance as well. I don't remember if they hit the floor or not. I was helping Candy as she seemed in pain. I helped Candy up and she took Jumpseat 2R. I then went to my jumpseat 1R and buckled in. I never heard the Pilots Make any PA asking the FA's to take a seat. I did hear a doctor being paged and learned that Sabrina was injured. A Doctor from FC went to check on Sabrina. Once we had smooth air I returned to the Aisle and my understanding no passenger had been up nor injured. Only FA Sabrina Hanson. Someone informed the Pilots that we needed medical personal to meet the aircraft upon arrival. We were then given Final Approach and me working in FC I secured my area of and made sure the seats were in landing mode (this was our international A330-300 aircraft with lie flat seats) and the arm rest was in the down position and handed back coats. Since I was the extra or 7th FA working. I discussed with Candy the A lone that I would go take the door 2 jumpseat for coverage. Lisa was already sitting at 2L so I took 2R. We had a normal landing and parked quickly at gate F14. Paramedics met the flight and explained Sabrina was hurt and at Door 4. Someone mentioned to them whether they have a flat stretcher, and their answer was no. I felt with a spine injury she should stay lying flat. Meanwhile, while the paramedics were tending to Sabrina. FC class was allowed to deplane. A FSM Steve from MSP inflight also met the flight. He offered support and even went and bought us something for lunch. And He decided that we would all be replaced and DH back to base. To my knowledge Sabrina Hanson was badly injured and I wasn't sure of Candy's condition. Candy did hit the floor and complained about her wrist. No passengers were injured nor myself. The pilots claimed it was clear air turbulence and they had no indication of any in the area.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Mitchell Anderson

Employee # [REDACTED]