

Name Amendment

27 Mar 2023

Passenger name should always match with that shown on passenger's travel document at booking creation time. Travel agents must minimize name change request as it is subject to flight situation.

Effective from 28 March 2023, the Name Amendment Policy will be changed as follows:

Ticketed bookings

1. Name correction requests must be processed following the guidelines stated in the name amendment procedure.

Non-ticketed bookings

1. Agents are encouraged to cancel and rebook
2. On those occasions in which name correction requests must be catered, the requests must be processed following the guidelines stated in the name amendment procedure.

Criteria

- Name correction request will be free of charge as long as meeting below criteria
 - On the basis of "same person",
 - Middle name addition or deletion
 - Surname, Middle and First name swapped
 - Title / gender correction
 - Omitted part of name
 - Change name to match travel documents
 - Spelling mistake or typo
 - Legal reasons, i.e. marriage, divorce, adoption which can be validated by verifying the date of birth in the original and new document

(Passengers are encouraged to provide document proof for the name correction request)

- If not the "same person" - not permitted

Name Amendment Procedures

1. Agents are recommended to adhere to below procedure when name change is genuinely needed.
Travel agents must ask for name change authorization from Reservation office via SSR OTHS. For SSR OTHS entry format please refer to GDS cuecard or contact GDS helpdesk for assistance.
Example in PNR :
"SSR OTHS CX PLS AUTH NAME CHANGE FROM CHAN/JACKY TO CHAN/JACK"
2. Authorization request is required for all criteria stated above.

3. CX office will authorize/ reject the name change request via SSR OTHS.
Example :
"SSR OTHS ZZ FROM CX AUTH NAME CHANGE FROM CHAN/JACKY TO CHAN/JACK"
4. Only when name change is authorized and PNR is updated with SSR OTHS, travel agents can proceed the name change or approach GDSs' helpdesk for assist.
5. GDSs' helpdesk will change passenger name upon authorization in SSR OTHS with "AUTH NAME CHANGE" or ".CX CNMG" is found in PNR.

- To avoid PNR un-synchronization, agents MUST NOT modify other PNR fields, except pax name, until name change process is completed.
- Name change without authorization will subject to penalty regardless of ticket issuance and cancellation of whole itinerary automatically without advance notification.
- Upon ticket reissuance, NO reassessment of ticket fare, taxes and fuel surcharge is required.
- Name correction can only be done for itineraries involving CX flights only.