MH name change policy 12/08/2022

On any name correction we require a copy of the passport via email sent to [salessupport.uk@malaysiaairlines.com](mailto:salessupport.uk@malaysiaairlines.com)

MH team will be the ones correcting the names, please don`t update anything directly on the reservation from your side.

On MH flights only, up to 3 letters, 1 on surname and 2 on first names, the cost is f MYR50 collected as OC tax.

For anything above that, including name swap, the charge is of MYR150, also as OC tax.

We are not able to make name corrections on Codeshare or other airline.

However we would have the option below:

Name correction which involves OAL (other airlines):

Combination travel on MH & Other Airlines flights and Travel on Codeshare flights Ticketed on MH document (Tickets Issued through MH Direct Channels & Travel Agents) MH as the Marketing Carrier (MH4500/MH5000/MH9000)

Create a new booking of the same itinerary with the correct name.

Do not cancel the original PNR until new PNR is created and confirmed

Apply either one of the below (where applicable)

1) If the original booked RBD is available:

Rebook in the same class. All SSR-related items to be re-booked.

Ticket must be reissued.

Collect Name correction fee using tax code ‘OC’ (MYR150) Cancel the original booking.

2) If the original booked RBD is NOT available :

For all other airline and codeshare flights:

Upsell and BOOK on the NEXT HIGHER available RBD as per original booked itinerary Collect Fare difference

Ticket must be reissued

Cancel the original booking

The name correction fee of MYR150 per name should be collected using EMD-S – Penalty Charge D/992 (currently available for Amadeus and Sabre users) or OC tax code (for other GDS`s users).

Should passenger decline above, passenger has the option:

To purchase a new ticket or;

Ticket refund will be subjected to the paid fare terms and conditions

Note: For Travel Agents tickets, the subsequent reissue/refund must be done at their own offices.