



Updates to Name Correction Policy

Dear Trade Partners

With effect from 21 September 2022, an updated Singapore Airlines name correction policy will apply, with details listed below.

We remind travel agents that Singapore Airlines (618) tickets are only valid for the passengers whose name is on the original ticket and cannot be transferred using the name of another passenger.

Please see below for Singapore Airlines' policy for allowable scenarios for name correction requests prior to departure.

#	Name Error Scenario	Example	USD 50
1	Change, addition, or deletion of not more than 2 alphabets in total within the entire name	LAI/JUN ONN MR -> LAI/JA ONN MR ONN MR	Waived
2	Salutation error	HO/LENG KEE MR -> HO/LENG KEE MR MS	Waived
3	Change in name sequence with no change in spelling	CHRIST/TAN MR -> TAN/CHRIST MR	Waived
4	Addition of first or middle name with no change in spelling	ANG/JOHN MR -> ANG/ JOHN DAVID MR	Waived
5	Addition or deletion of not more than 2 spaces, with no change in spelling	SHARMA/AMITKUMAR MR -> SHARMA/ AMIT KUMAR MR	Waived
6	Full name typed wrongly as last name	TANTOM/MR -> TAN/TOM MR	Waived
7	Double entry error in family name	LIM/LIM CHERRY MR -> LIM /CHERRY MR	Waived
8	Change in Legal name / Travel document	PATEL/DEEPTI MS -> KUMAR /DEEPTI MS	Waived
9	Addition of last name (with no change in spelling)	THAMIN/SUR MR -> THAMIN KOK /SUR MR	Charged
10	Deletion of names with no change in spelling	LEE/MARK YOK MR -> LEE/MARK MR	Charged
11	No last/ first name	RAMA/YANTI MS -> RAMA YANTI/MS	Charged

For flight itineraries that contain SQ operated sectors only, Trade Partners are to re-issue to the corrected name, as per steps below.

- 1) Trade Partner to write to Sales Operations with request for name correction, and include relevant supporting documents such as passport, marriage certificate, etc.
- 2) Sales Operation will assist to amend the name in the booking as per passport.
- 3) Once sales operation has modified to the correct name, Trade partner will then have to do the following:
 - Check if name change scenario requires a USD50 fee charge.
 - If applicable, impose name correction fee of USD 50 per ticket as CP tax code on reissue.
 - Mandatory insertion of "NC" into the endorsement box on reissue.
 - Reissue the ticket based on the original fare and taxes.

In the event Trade Partner had issued a fresh ticket using the correct name, Trade Partner to perform the following steps to refund the ticket with incorrect name.

If Trade Partner wishes to keep the original PNR

- 1) Trade Partner to write to Sales Operations with request to refund ticket with incorrect name, and include relevant supporting documents such as passport, marriage certificate, etc.
- 2) Sales Operations will review and advise Trade Partner on whether allowable to proceed.
- 3) Sales Operations to assist and amend the name in the original PNR.
- 4) Check if name change scenario requires a USD50 fee charge.
- 5) If applicable, impose name correction fee of USD 50 per ticket as CP tax code on reissue.
- 6) Sales Operations to inform Trade partner once the name has been amended.
- 7) Trade partner proceeds to issue the ticket.

If Trade Partner wishes to create a new PNR with correct name

- 1) Trade Partner to write to Sales Operations with request to refund ticket with incorrect name, and include relevant supporting documents such as passport, marriage certificate, etc.
- 2) Sales Operations will review and advise Trade Partner on whether allowable to proceed.
- 3) Sales Operations to assist with meshing.
- 4) Check if name change scenario requires a USD50 fee charge.
- 5) If applicable, impose name correction fee of USD 50 per ticket as CP tax code on reissue.
- 6) Sales Operations to inform Trade partner once they have assisted to mesh.
- 7) Trade partner proceeds to issue the ticket and cancel PNR with incorrect name.

For flight itineraries that contain SQ and other carriers including codeshare sectors, servicing would be dependent on RBD mapping. Please note this does not include TR sectors.

- 1) Trade Partner to write to Sales Operations with request to refund ticket with incorrect name, and include relevant supporting documents such as passport, marriage certificate, etc.
- 2) Sales Operations will review and advise Trade Partner on whether allowable to proceed.
- 3) Trade Partner to create new PNR with correct name using available RBDs.
- 4) RBD Mapping
 - a. If RBD mapping matches with the OALs, Sales Operations will assist to mesh the SQ sectors only.
 - b. Check if name change scenario requires a USD50 fee charge.
 - c. If applicable, impose name correction fee of USD 50 per ticket as CP tax code on reissue.
 - d. If RBD mapping does not match with the OALs, Sales Operations will not assist to mesh. Trade Partner to book and issue ticket based on available RBDs.

For flight itineraries that contain SQ and TR sectors.

- 1) If ticketed, SQTR will follow the OAL process. Name correction on the same booking is strictly **NOT** allowed once ticket is issued.
 - a. Trade Partner to write to Sales Operations with request to refund ticket with incorrect name, and include relevant supporting documents such as passport, marriage certificate, etc.
 - b. Sales Operations will review and advise Trade Partner on whether allowable to proceed.
 - c. Trade Partners to refund (with applicable name correction fees) ticket.
 - d. Trade Partners to issue new ticket with corrected name using current fares.
- 2) For un-ticketed bookings, the following 2 conditions **MUST** be met. Failure to do so will result in de-sync of changes in name.
 - a. TR sector must not be removed / cancelled
 - b. PNR is entirely un-flown

Please Note:

- Failure to adhere to the name correction process listed above will result in an ADM.
- For any new ticket issued as part of name correction, but for different dates, a lower airfare and / or lower booking class, normal cancellation rules and conditions will apply.
- Once travel has commenced, name corrections are not permitted under any circumstances.

Please contact squk_salesops@singaporeair.com.sg for any queries or clarifications.