

EVA/UNI Air Ticket Name Change Fee Updates (Replace the Newsflash 2022 No11)

Dear Agent,

Please be advised EVA Air / UNI Air **Ticket Name Change Fee** has been updated and effective from **12JAN2023**. Details are as below:

Ticket Name Change Fee

Effectiveness:

The Name Change policy of EVA/UNI Air International, cross-strait and Hong Kong/Macau flights remains the same as current practice that rectifying the name of the same passenger is permitted, e.g. spelling error/reversal of first name and last name, incorrect titles/add alias or change surname/middle name due to marital status. Effective from **12JAN23**, for ticket name change, travel agents may reissue the ticket and collect the Name Change Fee in accordance with the regulations below after authorization granted by EVA:

1. Scope:

Applicable for all selling channels of 695/525 tickets, including FIT, Group, Charter flight tickets and Redemption tickets. However, name change of Group tickets and Charter flight tickets should be authorized by the Sales Department.

2. Regulation of Name Change Fee:

(1) Charge **USD50**, no child/infant discounts and non-refundable.

(2) Exemptions (for one time only):

- Reversal of first name and last name
- Incorrect Titles

3. Manner of collection and change of tickets:

(1) Please contact EVA Air Sales to obtain a waiver code for name change and the waiver code should be reflected in the beginning of the Endorsement/Restrictions box.

(2) The Name Change Fee **USD50** should be collected by **EMD** with the service code **NAME**. Please contact your System Help Desk for the relevant entries. Once the original eticket has been changed to refund status please call EVA Air Reservations for the name correction.

(3) The ticket should be reissued with the original fare, the characters below should be reflected in the beginning of the Endorsement/Restrictions box.

A. **"NM CHG"** - Normal name change

B. **"NM CHG FOC"** - only for "Reversal of first name and last name and "Incorrect Titles" and for one time only.

(4) Tax difference should be collected if any.

4. For name changes along with changes to the itinerary, the fare/tax difference, reissue fee and other surcharges in accordance with the fare rules should be collected in addition to the name change fee.

5. Tickets issued by travel agents to request name changes at EVA/UNI Air ticketing offices are permitted with fees:

- Name change only: Charge name change fee only

- Name change plus routing changes, date/flight changes, etc.: Charge name change fee plus Ticketing Service Fee (TKTF)

6. Other conditions not covered by this bulletin, please contact the nearest EVA/UNI Air Reservation & Ticketing office.

Name Change Policy

Name Change can only be permitted for;

- Spelling error - Note: The maximum characters allowed via 1A
- Misplacement of first name and last name
- Add alias (I.E. a valid certified document such as a marriage certificate, previous and renewed passport details)

Name change before ticket issued is not permitted. A new booking must be made.

Name change after ticket issued, please follow the below procedure.

Name Change policy for bookings made in Amadeus GDS - Name change will only be permitted with a maximum of 3 characters for incorrect name. If an eticket has already been issued a refund on the original eticket must be applied. Please contact EVA Air Sales to obtain a waiver code for full refund of the original eticket. Collect the Name Change Fee by **EMD USD50** with the service code **NAME**. Once the original eticket has been changed to refund status please call EVA Air Reservations and provide the EMD number for the name correction. Please note automatic ticket deadlines will come into effect hence a new eticket should then be issued using the original fare(s) accordingly under the original PNR.

Name Change policy for bookings via all other GDS systems - Name change permitted for incorrect name and not limited to 3 characters only. If an eticket has already been issued a refund on the original eticket must be applied. Please contact EVA Air Sales to obtain a waiver code for full refund of the original eticket. Collect the Name Change Fee by **EMD USD50** with the service code **NAME**. Once the original eticket has been changed to refund status please call EVA Air Reservations and provide the EMD number for them to insert an authority message so that your GDS helpdesk can assist to correct the name for you. Please note automatic ticket deadlines will come into effect hence a new eticket should then be issued using the original fare (s) accordingly under the original PNR.

Name change for bookings with Interline segments - Due to name change policies differ between each carrier, EVA Air will not permit any name changes. A new pnr must be created with the correct name and using the original fare(s). **Contact EVA Air Sales to obtain a waiver code for full refund of the original eticket. Issue new ticket and collect the Name Change Fee by EMD USD50 with the service code NAME under the new PNR.**

Any Name Change action which does not meet the above conditions will result in reservations being cancelled.

EVA Air would like to thank you for your cooperation.

For further assistance, please contact:

Reservations 020 7380 8300; Sales 020 7380 8333

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