



EVA NEWSFLASH

No : 18

Date :

24-Oct-23



**EVA/UNI Air Ticket Name Error Correction Policy Updates  
(Replace the Newsflash 2023 No.01)**

**EVA/UNI Air  
Ticket Name  
Error Correction  
Policy Updates**

Dear Agent,

Please be advised EVA Air (695) / UNI Air (525) **Ticket Name Error Correction Policy** will be updated and effective from **01NOV2023**. Details are as below:

**Ticket Name Error Correction Policy:**

**Effectiveness:**

Effective from **01NOV23**, for name error correction, travel agents may reissue the ticket and collect the name error correction fee in accordance with the regulations below after authorization granted by EVA:

1. Scope:

Applicable for all selling channels of EVA Air (695) / UNI Air (525) FIT tickets. However, name error correction of Group tickets should seek authorization by the Sales Department.

2. Regulation of Name Error Correction 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) For reissue tickets, Endorsement/Restrictions box must show below:

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.

**Manner of charge collection and change to tickets:**

**Name Error Correction with maximum 3 characters - for bookings with ONLY EVA Air/Uni Air segments made using Amadeus (1A) GDS -**

Email Reservations and Ticketing Dept ([csuk@evaair.com](mailto:csuk@evaair.com)) to get name error correction approved. Upon email acknowledgement from them, raise an EMD of USD50 under service code **NAME**. Once EMD issued, email Reservations and Ticketing Dept again to provide them the EMD number and they will authorize you to reissue the ticket using original fare however any tax difference (including YQ) will need to be paid and reported to EVA Air/Uni Air.

**Name Error Correction with more than 3 characters - for bookings with ONLY EVA Air/Uni Air segments made using Amadeus (1A) GDS -**

Name Error Correction will not be permitted and normal cancellation fees apply as per the fare rules. Booking Service Charge (YR) is non-refundable. A new booking will need to be created with the correct name and issue a new ticket using the current fare and current taxes (including YQ) will need to be paid and reported to EVA Air/Uni Air. Original fare **CANNOT** be used.

**Name Error Correction - for bookings with ONLY EVA Air/Uni Air segments made using all other GDS systems - No Character limitation**

Email Reservations and Ticketing Dept ([csuk@evaair.com](mailto:csuk@evaair.com)) to get name error correction approved. Upon email acknowledgement from them, raise an EMD of USD50 under service code **NAME**. Once EMD issued, email Reservations and Ticketing Dept again to provide them the EMD number and they will authorize you to reissue the ticket using original fare however any tax difference (including YQ) will need to be paid and reported to EVA Air/Uni Air.

**Name Error Correction for bookings with Interline segments (for all GDS systems) -**

Name Error Correction will not be permitted and normal cancellation fees apply as per the fare rules. Booking Service Charge (YR) is non-refundable. A new booking will need to be created with the correct name and issue a new ticket using the current fare and current taxes (including YQ) will need to be paid and reported to EVA Air/Uni Air. Original fare **CANNOT** be used.

**Any Name Error Correction which does not meet the above conditions will result in reservations being cancelled and cancellation policy will apply.**

EVA Air would like to thank you for your cooperation.

For further assistance, please contact:

Reservations 020 3985 6103; Sales 020 7380 8333