

MALAYSIA AIRLINES BERHAD

(Company No. 1116944-X)
(Incorporated in Malaysia)

Revised Name Correction Policy effective 24th of July 2017

Dear GDS Subscribers,

Please be informed, that effective **24th of July 2017**, a revised name correction policy will be executed and this will replace all previous name correction policy from MH.

The policy is applicable to all MH bookings on MH document and on MH Operating flights. This is applicable for bookings made by Travel Agents using GDS.

Name correction is only allowed on a conditional basis where it needs editing of names and adding the correct spelling as it appears in the travel document of passengers.

Name change from one person to another person is strictly not permitted.

In such circumstances a new PNR is to be created and a new ticket is to be issued with the available RBD and applicable fare. To send the original ticket for refund and for this, refund fees will apply as per fare terms and conditions.

In this revised policy, only a **one-time** name correction is **permitted before or after ticket issuance**.

1. Name Correction for 1-3 Characters

Name correction is allowed for:

- 1 character in the Last Name column and
- Maximum 2 characters in the First Name and Title column.

Which would total up to a maximum of 3 characters. (1+2)

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Steps:

- Travel agent to contact their GDS Helpdesk for the name correction request.
- GDS helpdesk will contact MH Call Centre who will be able to act on corrections immediately.
- Name correction is to be made in the **Secondary PNR by MH Call Centre.**
- GDS Helpdesk then to correct the name in their Primary PNR and inform Travel Agent to do next action.
- If the name correction is before ticketing, Travel Agent need to issue the ticket. If the name correction is after ticketing, Travel agent need to reissue the tickets.
- All SSR items i.e. Seat/Meal which are segment and name related must be re-protected by Travel Agent, as they are segment/flight related
- If EMD-A for any other ancillary or seat exist then the EMD-A needs to be reissued against the corrected name with NOADC (No additional charge).
- Allowed before ticket issuance at no charge
- Allowed after ticket issuance with a name correction fee of MYR100 or equivalent amount in other local currencies and charge GST where applicable.
- The amount need to be collected using EMD-S Penalty charge D/992. The EMD-S issuance need to update with e-ticket information and the EMD-S number need to be updated in PNR.

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2. Name correction for above 3 characters or other than 1+2 characters as per item 1:

However, in the event there is a genuine name correction request which requires more than 1+2 / 3 characters correction to the name, travel agents must contact our 24 hours Call Centre.

Staff to justify the reason for the name correction request and to provide with documentation proof.

The approval for a correction of more than 3 character will be at the discretion of MH.

If approved, name will be corrected by MH staff in the secondary PNR within 24hrs of working days, Monday-Friday.

Re insertion of SSR items and ticket reissuance (if applicable) will be done by Travel Agent staff. Please observe TTL in new PNR and ensure tickets are reissued accordingly.

Steps:

- Travel agents to contact their GDS Helpdesk for the name correction request.
- GDS Helpdesk will contact MH Call Centre. Call Centre will act on the changes after getting approval from the relevant areas within 24hrs of working days, Monday-Friday.
- Name correction is to be made in the **Secondary PNR by MH Call Centre**. However the corrections will be actioned within 24hrs of working days, Monday-Friday as it requires approval.
- GDS Helpdesk then to correct the name in their Primary PNR and inform Travel Agent to do next action.
- If the name correction is before ticketing, Travel Agent need to issue ticket. If the name correction is after ticketing, Travel agent need to reissue the tickets.
- All SSR items i.e. :Seat/Meal which are segment and name related must be re-protected by Travel Agent staff

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- If EMD-A for any ancillary or seat exist then the EMD-A needs to be reissued against the corrected name with NOADC (No additional charge).
- Allowed before ticket issuance at no charge
- Allowed after ticket issuance with a name correction fee of MYR150 / equivalent amount in other local currencies **OR** charge the reissuance fee, whichever is higher and charge GST where applicable.
- The amount need to be collected using EMD-S Penalty charge D/992. The EMD-S issuance need to update with e-ticket information and the EMD-S number need to be updated in PNR.

3. Group Bookings

The above policy is for individual travel.

Name Correction/Change policy Group Bookings made by MH and Travel agents is status quo as per current. Kindly refer to Group Booking policies.

Kindly adhere.

We thank you for your support!

Sincerely,



Head of Distribution and Commercial Systems, Malaysia Airlines

Dated: 24th July 2017