



Dear Trade Partner,

We would like to remind you of the importance of ensuring that all passenger names match what is reflected on their passport. The **name and title** indicated on the ticket must be equal to the name and title reflected in the passenger's passport. Complete name changes are not permitted. Only corrections to misspellings will be considered for name adjustments.

IMPORTANT: Name misspellings and corrections cannot be processed via telephone.

We kindly request that you follow the below steps in cases where there has been an incorrect spelling of a passenger's name.

*NB In case of multiple passengers in original booking – the affected passenger should be split off into a new PNR first, before following the below procedure. In case of family members with identical first and family names, please ensure that both passengers' middle names are entered in name field of PNR to avoid duplication of names.

1) Create a brand new PNR with matching itinerary/flights and RBD in the correct name using the same office ID as the original PNR.

2) Do not cancel the original PNR. If the same class is not available, please book the lowest RBD in the same cabin. Where you cannot obtain the same RBD on an SQ codeshare flight (operated by MI), please book lowest RBD available using MI flight number.

3) Email uk_tradesupport@singaporeair.com.sg with both PNRs clearly indicating the incorrect PNR and the correct PNR. Our Reservation Team will transfer the seats across from the old PNR to the new PNR. (Please note step-7 for married/maiden name corrections).

4) Once the seats have been transferred, any requests (seats/meals/SSR items, etc) must be resubmitted by you in the new PNR. Please ensure the original PNR with the misspelt name is then cancelled.

5) Non-Changeable Fares:

A Waiver Code will be supplied to issue a new ticket at the original fare. This authority must be included in the endorsement box of the new issue to support the original fare. An additional GBP65/ EUR89 name correction fee on the new ticket, reflected as an 'OC' tax code (service charge), plus all other applicable taxes must be collected. The original incorrect ticket needs to be submitted through your GDS for a full refund using the same Waiver Code. Please do not refund until seats have been transferred into new PNR. Please note, refund applications raised via BSP-link instead of via your GDS will incur an additional GBP25 / EUR34 service fee. Once the new ticket has been issued please email uk_tradesupport@singaporeair.com.sg with the waiver code in the subject line and the newly issued ticket number with the PNR reference in the email. Failure to follow these steps will result in the imposition of an ADM.

6) Changeable Fares:

A/If the same RBD is available, please rebook and issue a new ticket at the current contract and submit the original ticket for refund via your GDS applying only the applicable cancellation fee as per the nett contract. For published fares please apply the cancellation fee as per the published fare rules.

B/ If the same booking class is not available, please follows steps 1-4 as above, and submit the original ticket for a refund via your GDS, applying only the applicable cancellation fee as per the net contract. For published fares please apply the cancellation fee as per the published fare rules. Please note, any refund applications raised via BSP-link instead of via your GDS will incur an additional GBP25.00 service fee.

7) If the ticket has been issued in married name instead of maiden name or vice versa, please scan supporting documents to our Reservation Team uk_tradesupport@singaporeair.com.sg for consideration.

We encourage you to kindly circulate internally to all staff concerned. Thank you for your continued support.

Warmest Regards,
Singapore Airlines - UK B2B Sales

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