

## NAME CORRECTION POLICY FOR IATA AGENTS

Dear Valued Travel Agents,

Effective 01 October 2023, **Philippine Airlines will allow travel agency to reissue ticket** due to name correction with the current USD25 fee on international except for the following areas as applicable:

- a. Australia - AUD 100
- b. Japan - JPY 2,500
- c. Canada - CAD 80
- d. Domestic - PHP 1,000 inclusive of VAT

As a general policy, transfer of name to another person's name is not allowed. However, we shall allow name correction for **Travel Agency reissuance** with a fee for the following cases:

1. To correct spelling, add or delete two (2) missing letters of passenger's surname or first name.
2. To add Maria or Ma to the first name.
3. Transposition of foreign name of the passenger provided all names are included.
4. To correct gender.

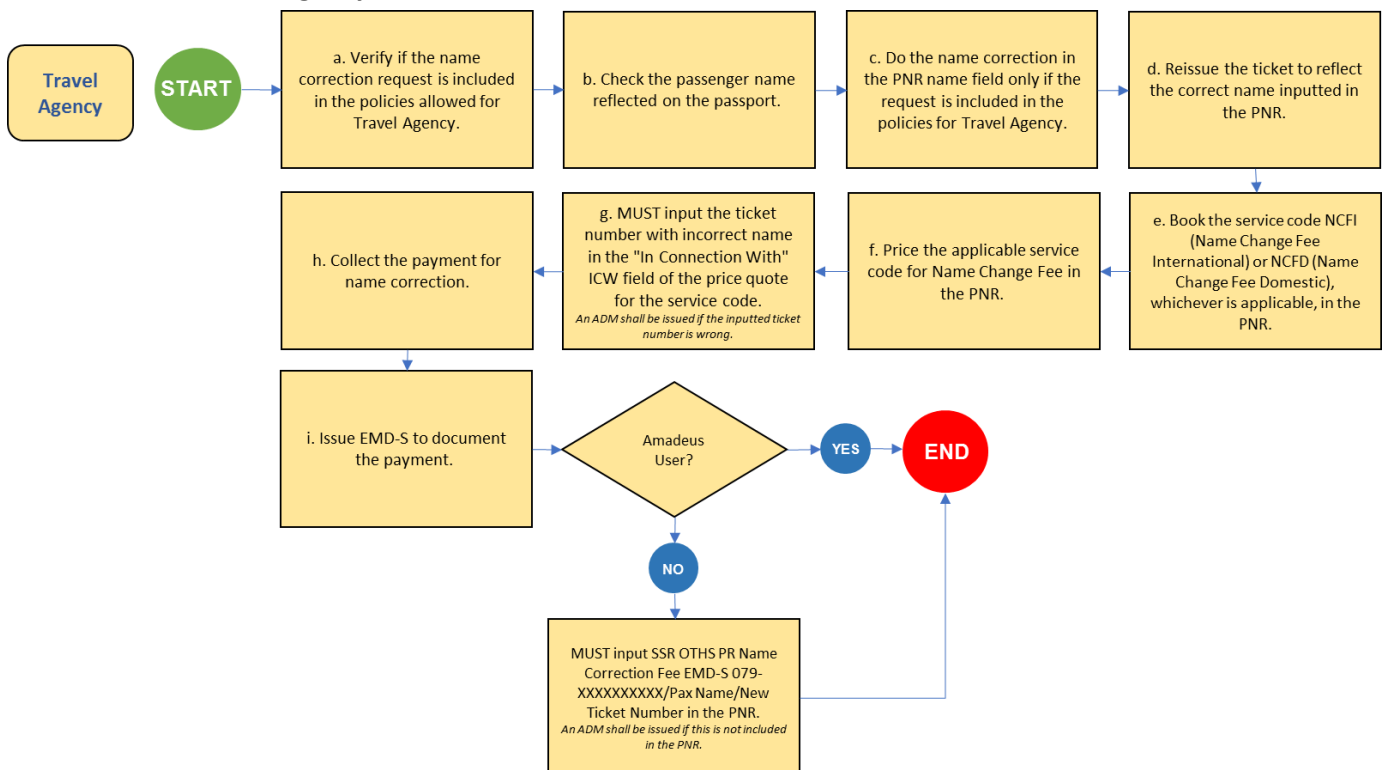
**Note: Applicable to 079 document on PR routes only. Applicable to all GDS except for Infini.**

For below cases, reissuance must be created through **PAL Direct Channel** (PR contact center or ticket offices):

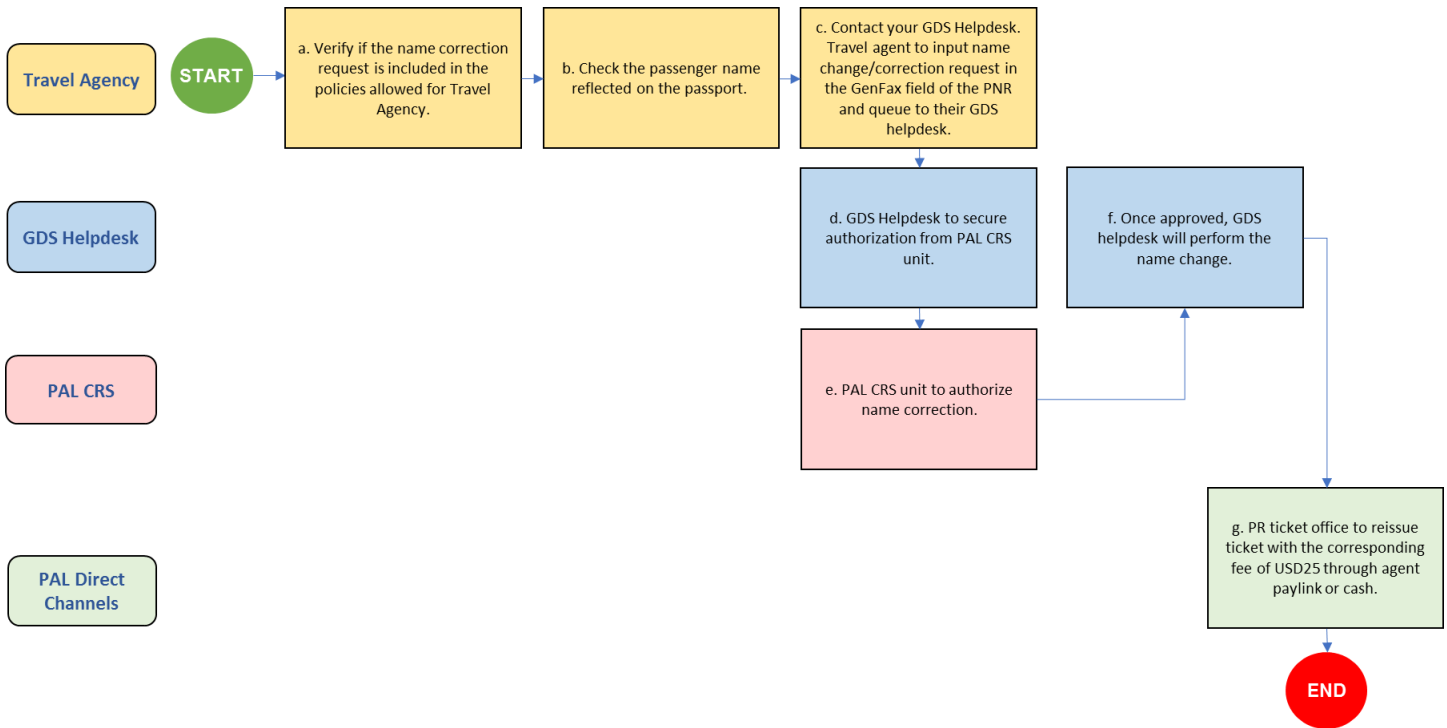
5. To correct maiden name to married name
6. Passenger preference to use other name, only if specified in the passport with A.K.A.

For all other changes not mentioned above, the change fee as specified in the fare rules shall apply.

### Procedure of Travel Agency on Reissuance for Name Correction:



**For items 5 and 6 requiring name correction to be handled through PR direct channels only. For proper handling, please refer to the following procedure:**



In cases where PNR contains other airlines (OAL) booking:

- i. Secure authority to amend name from OAL first, to be inputted in the PNR (by OAL).
- ii. Once approved, perform steps a-g.
- iii. Travel agents are enjoined to check with OAL if the new ticket has generated in the OAL side.

Philippine Airlines  
USA - Sales