

CI/AE FIT Name Modification Policy is effective from 20FEB2023 Taipei Local Time (Ticket issue/reissue date).

1. Main Rules

Only one of the following 4 main rules can be applied once. Combined use of different rules within same transaction is also not allowed.

(1) The modification of the Last name should be less than 2 letters (including 2). For example

Allowed	Not Allowed
- ROSE/JOEY to <u>ROME</u>/JOEY - ROSE/JOEY to <u>PROSE</u>/JOEY - ROSE/JOEY to ROS/JOEY	- ROSE/JOEY to <u>RICK</u>/JOEY (3 Characters has been modified) - ROSE/JOEY to <u>ROME</u>/JOEY <u>MS</u> (Last name and title has been modified at the same time) - ROSE/JOEY to <u>ROME</u>/JOY (Last name and first name has been modified at the same time)

(2) **First name and the last name are in wrong order, and move the “/”(can be at the same time),all the spelling and title should be identical for the modification. For example**

Allowed	Not Allowed
• CHIAHAO/CHEN MR to CHEN/CHIAHAO MR (Last name & first name inverted) • CHIA HAO/CHEN MR to CHEN/CHIAHAO MR (Last name & first name inverted and space removed) • CHEN/CHIAHAO MR to CHEN/HAOCHIA MR (First name inverted) • CHENCHIA/HAO MR to CHEN/CHIAHAO MR (To move the "/") • CHIACHENTONY/HAO MR to CHEN/CHIAHAOTONY MR (Last name & first name inverted and to move the " / ")	• CHIAHAO/CHEN MS to CHEN/CHIAHAO MR (Name inverted and title modified at the same time) • CHIAHAO/CHEN MR to CHIENCHIA/HAO MR (Name inverted and last name modified at the same time) • CHIA/HAOCHEN MR to CHEN/ZHIHHAO MR (Name inverted and first name modified at the same time)

Note: The name sequence in the passport may be inconsistent with the name sequence in the MRZ (Machine Readable Zone) for some countries. However, using the name sequence shown in either the MRZ or the passport data page is acceptable when you create the PNR. For example: According to following MRZ information, passenger's name should be inputted the Last name: DEBRUIJN, the First name: WILLEKELISELOTTE and Title: MR.

P<NLDDE<BRUIJN<<WILLEKE<LISELOTTE<<<<<<<<
BB2233223<2NLD7009215M200229<<<<<<<<<<84
DOB 21SEP1970 Gender

(3) The modification of the first name **spelling** should be less than 4 letters (including 4). For example

Allowed	Not Allowed
• CHU/CHIHHSIUNG MR to CHU/JIHHSIUNG MR • CHU/CHIHHSIUNG to CHU/CHIHXIUNG • CHU/CHIH SHIUNG MR to CHU/CHIHHSIUNG MR	• CHU/CHIHHSIUNG MR to CHU/SIUNG MR (5 Characters has been modified) • CHU/CHIHHSIUNG MS to CHU/JIHHSIUNG MR (First name and title has been modified at the same time) • CHU/CHIHHSIUNG to CHIU/CHIHXIUNG (Last name and first name has been modified at the same time)

(4) The modification of the title should be less than 4 letters (including 4). For example

Allowed	Not Allowed
- LEE/DAVID to LEE/DAVID<u>MSTR</u> - LEE/DAVID to LEE/DAVID <u>MR</u> - LEE/DAVID<u>MS</u> to LEE/DAVID <u>MR</u> - LEE/DAVID <u>MSTR</u> to LEE/DAVID <u>MR</u>	- LEE/DAVID to LEE/DAVID <u>MSTR</u> (5 Characters has been modified include space) - LEE/DAVID MR to LEE/DAVID <u>JUSTICE</u> (7 Characters has been modified) - LEE/DAVID MS to <u>LI</u>/DAVID <u>MR</u> (Last name and title has been modified at the same time) - LEE/DAVIDMS to LEE/<u>DAVE</u> <u>MR</u> (First name and title has been modified at the same time)

(5) Adding/Deleting also known as name or middle name (without constraint on number of character), a valid passport should be provided for validation

Allowed
- Name on the passport is LEE/HSIAOMING also known as name is LEE/DAVID . - Change to LEE/DAVID or LEE/HSIAOMINGDAVID - From LEE/HSIAOMINGDAVID to LEE/HSIAOMING - Name on the passport is LEE/HSIAOMING also known as name is LI/DAVID . - Change to LI/DAVID or LEE/HSIAOMINGDAVID or LI/HSIAOMINGDAVID - From LI/DAVID or LEE/HSIAOMINGDAVID or LI/HSIAOMINGDAVID to LEE/HSIAOMING - Name on the passport is LEE/HSIAOMING middle name is JOHN . - Change to LEE/HSIAOMINGJOHN (recommended) or LEE/HSIAOMINGJ - From LEE/HSIAOMINGJOHN or LEE/HSIAOMINGJ to LEE/HSIAOMING

2. PNR and Ticket Handling Guidelines

	Un-Ticketed PNR	Ticketed PNR		
		PNR	Ticket brought from channels other than CI	Ticket bought from China-airlines website/Branch Office
One of above main rule is met	<u>When 1st or 2nd rule is met :</u> Create the new PNR subject to the flight availability. <u>When 3rd or 4th rule is met :</u> Making the modification of the first name or the title on the original PNR is allowed and limited to 1 time only. Travel agents may perform the modification on the original PNR without authorization (Except 1E Travelsky) and this modification is limited to 1 time only. <u>When 5th rule is met</u> Contacting CI/AE is required, making the modification on the original PNR is allowed and limited to 1 time.	<u>When 1st or 2nd rule is met :</u> Create the new PNR subject to the flight availability. <u>When 3rd or 4th rule is met :</u> After the ET is removed, making the modification of the first name or the title on the original PNR is allowed and limited to 1 time only. Travel agents need to contact CI/AE offices to remove ET before they perform the modification on the original PNR without authorization (Except 1E Travelsky) and this modification is limited to 1 time only. <u>When 5th rule is met</u> Contacting CI/AE is required, making the modification on the original PNR is allowed and limited to 1 time.	- The ET needs to be reissued along with name change fee collection (USD50 (using code XP) per ticket. - When 2nd or 4th or 5th rule is met, the name change fee can be waived for one time, the waiver is not applicable for the change made at the airport. - Repricing and fare/tax difference collection is required when any of the RBD/origination/destination/flight/date is changed while creating new PNR.	Please contact CI office.
	Un-Ticketed PNR	Ticketed PNR		
		PNR	Ticket	
None of above main rule is met	Create the new PNR subject to the flight availability.		The original ticket must be refunded. Then you have to issue a new ticket (subject to the availability and the applicable fares) with the correct name and collect the refund charge according to fare rules or your current local practice.	

3. Notes :

- The FIT name modification policy applies to CI/AE operating international flight(s) and 297(CI) or 803 (AE) validated tickets only. If any codeshare or OA flight contains in the PNR, please create a new PNR subject to the flight availability. Passengers should contact the ticket validating interline carrier or the travel agency if the validated ticket is other than 297(CI) or 803 (AE).
- However, PNRs created by 1E (Travelsky) are still required “authorization” for the above main guidelines. Please using SSR OTHS ZZ with free text “THIS IS AUTH CHG PAX? NAME TO XXX/XXX message for authorization.
- Travel agencies and their help desks are not able to perform the modification of the last name on the original PNR. Therefore, it is required to create a new PNR.
- If the travel agencies force to make the name modification without complying with the above rules, it will result in the confirmed seat’s status becomes US (wait-listed) after End of Transaction.
- For name change reissuance at CC/SD, passengers who hold fully unused tickets issued by travel agents would be charge an over-the-counter service fee. As for passengers holding partially used tickets, no over-the-counter service fee should be charged.
- According to the ticket handling guidelines above, travel agencies (Except 1E Travelsky) are authorized to reissue or refund and issue a new ticket and collect the related fee for the issued tickets by themselves.