

AGENT NEWS  
No.AN/13-23/SS

Jakarta, 06 May 2023

# Ticket Name Change Fee

(UPDATED)

Dear our valued agents,

Please be advised that with effective **on/after 06 May 2023**, an unified "Ticket Name Change Fee" will be revised as follows:

**Name Change Fee to be collected:** **IDR 750.000** for every reissuance due name modification.

**Name Modification Policies are as follows:**

**1. Name and Itinerary change occur at the same time**

(including RBD/origination/destination/flight/date), ticket must be reissued and collect charges:

Reissue fee + Ticket Name Change Fee + Fare/Tax Differences.

**Example:**

\*BELA/WIJAYA MS → BELLA/WIJAYA MS

CI762 R 07AUG CGK TPE HK1 14.40 21.10 → Change date into 10AUG

**2. Solely only Name Changed with no changes in itinerary**

(including RBD/origination/destination/flight/date remain unchanged)

Ticket must be reissued and collect charges:

Ticket Name Change Fee.

Reissue Fee **waived**.

**Example:**

\*BELA/WIJAYA MS → BELLA/WIJAYA MS

CI762 R 07AUG CGK TPE HK1 14.40 21.10 → itinerary remain unchanged

**3. Title error or First/Last name upside down**

The modification of title error should be less than 4 letters (including 4). Ticket must be reissued and collect charges:

Reissue fee + Fare/Taxes Differences.

Ticket Name Change Fee to be **waived once** if passengers/agents have **received approval from China Airlines branch office**. This waiver is not applicable for the change made at the airport.

**Example:**

\*KIAN/TJONGLIE MR → KIAN/TJONGLIE MS (\*Title error)

\*\*KIAN/TJONGLIE MS → TJONG/LIE KIAN MS (\*\*First/Last name upside down)

#### 4. Spelling error

For spelling error, ticket must be reissued, collect charges:

Ticket Name Change Fee + Reissue Fee + Fare/Taxes Differences. --- see point 1

Ticket Name Change Fee --- see point 2

- **Before slash (/)**, the modification of the last name should be less than 2 letters (including 2)  
Travel agency is not possible to perform name modification before slash (/) on original PNR through Global Distribution System (GDS), therefore create new PNR is required.
- **(/) After slash**, the modification of the first name should be less than 4 letters (including 4)  
Travel agency need to contact CI/AE offices to get authorization for name correction after slash (/), after authorization given, contact GDS to perform name modification on original PNR and after GDS correct passengers name, travel agency can proceed reissue ticket.

#### Example:

\*FADIK/MOHAMMAD MR → FADIL/MOHAMMAD MR (\*Before slash)

\*\*FADIL/MOHAMMEDD MR → FADIL/MOHAMMAD MR (\*\*After slash)

#### 5. Name change on tickets containing OAL/Codeshare flights

It is necessary to create new PNR, ticket must be reissued, and collect charges:

Ticket Name Change Fee + Reissue Fee + Fare/Taxes Differences.

#### Remarks:

- When passengers holding tickets issued by travel agent but reissue ticket (due to name change) at CI/AE Customer Service center or ticketing counter, additional **Over Counter Service Charge will be collected** (Refer to **AN/002-19/SS**).
- Child/Infant tickets will apply the same fee **without discount**.
- Name change fee should be collected/input as **Tax code-XP** on ticket manually as automatic pricing cannot support.
- If the name change as requested by passenger does not suit to any of the rules above, the original ticket needs to be refunded and issue a new one **with the available RBD on system**.

If there is any other questions, please do not hesitate to contact our branch offices.  
Thanking You for your continuous support on China Airlines. Stay Safe and Healthy! 😊

**Best Regards,**

**China Airlines Team**