

Name Amendment

Criteria : Free of charge as long it meets the below conditions

Ticketed : Must be processed following the guidelines

Non-ticketed : Encourage bookings to be cancelled and rebooked

- On the basis of "same person"
- Middle name addition or deletion
- Surname, Middle and First name swapped
- Title / Gender correction
- Omitted part of name
- Change name to match travel documents
- Spelling mistake or typing error
- Legal reasons if any (document proof required for the name)
- If not the "same person" - not permitted

Name Amendment Procedure

Travel agents must ask for name correction authorization from Reservation office via SSR OTHS.

For SSR OTHS entry format please refer to GDS cue card or contact GDS helpdesk for assistance.

Example : **“SSR OTHS ZZ FROM CX AUTH NAME CORRECTION FROM CHAN/JACKY TO CHAN/JACK”**

After updating SSR, agents to contact our office number at **+882 2222 85802** and email : dacres.common@cathaypacific.com.

Once name correction done, agent to reissue ticket with endorsement – **REISSUE DUE NAME CORRECTION**

Login to www.cxagents.com to view complete details on the latest name amendment policy.

Last updated on 23 August 2023

