

# Name Amendment

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

**Ticketed** : Must be processed following the guidelines.

**Non-ticketed** : Encouraged booking 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
- Correction can only be done for itineraries involving CX flights only

## Name Amendment Procedures

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 CX customer care team (reservations) on the toll-free number **+27 800 007 384**.

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

Login to [www.cxagents.com](http://www.cxagents.com) to view complete details on the latest name amendment policy.

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