



Singapore Airlines Name Correction Policy

Dear Trade Partner

Please ensure when making a booking you spell the passenger's name as shown on their passport. However, for any misspelling within reason, we will permit name correction with an applicable **fee of USD50 (OC Tax)**

Please Note:

*Complete name change is not permitted as tickets are not transferable.

* Name correction is not permitted once travel commences.

Name Correction Policy permitted for

- Correction of 3 Characters or less
- Change of Salutation
- Correction of Married/Maiden name
- Adding of middle name

Procedure

- Insert an OSI/SSR remark with incorrect name and correct name to each operating carrier present in the PNR
- Confirm name change with operating carrier and request them to add OSI/SSR to SQ to confirm authority to change
- Email copy of Passport/Marriage/Adoption Certificate to UK_TradeSupport@Singaporeair.com.sg
 - Amadeus
 - Tradesupport will insert SROTHS1A and RM as authority to proceed with name correction
 - Tradesupport will assist to update name field to correct name
 - **Endorsement box to be updated with "NC"**
 - Ticket can then be reissued provided there is no change to Flights/dates/Class and fee as shown above collected as OC tax
 - Other GDS
 - Tradesupport will insert SROTHSZZ and RM as authority to proceed with name correction
 - Agent to update PNR with correct name
 - **Endorsement box to be updated with "NC"**
 - Ticket can then be reissued provided there is no change to Flights/dates/Class and fee as shown above collected as OC tax