

NAME CORRECTIONS FOR AUSTRIAN AIRLINES, LUFTHANSA AND SWISS

Quick Reference Table for Travel Agents

- Valid for
- OS/LH/LX PNRs issued on OS (257), LH (220) or LX (724) document
 - Flights operated by OS/LH/LX/WK and with OS/LH/LX marketing flight number
- Name corrections are permitted **only once** for
- up to two (2) letters in the first name, middle name or surname, or
 - nicknames, or
 - inverted names, or
 - legal name corrections, or
 - change of travel documents that occur between booking and commencement of travel on first outbound sector.
- Please note:** No waiver is required for any reissue of an Austrian Airlines, Lufthansa and SWISS ticket after a name correction. Kindly ensure that all rules are observed, "NAME CORRECTION" has been inserted in the Endorsement Box and that the corresponding fee has been collected as DU tax.
- All other name corrections are not permitted, including
- the correction of more than two misspelled letters in the first name, middle name or surname
 - adding or deleting a middle name or second given name
 - adding or deleting a hyphenated surname (unless it is a legal name correction) are not permitted by the Lufthansa Group airlines.
 - adding/changing/deleting/exchanging MR or MRS or MS or titles (e.g. Dr, Prof, etc.) in case of mistake or wrong/missing input
 - change of first and/or surname of INF in case of mistake or wrong/missing input
 - any other requests that are not clearly stated as "permitted"

Scenario 1: Up to two (2) wrong letters in the first name, middle name or surname

PNR / Booking Channel:	Remarks to be considered before correction:	What has to be done?
<ul style="list-style-type: none"> ▪ PNRs with OS/LH/LX* segments only ▪ PNRs created in all booking channels 	<p>If you perform a name correction in your booking system, e.g. in your GDS, it is your responsibility to ensure that the PNR is synchronized between the airlines and the GDS, that all segments remain HK.</p> <p>Please note: The Lufthansa Group Agency Support cannot assist with OAL rules or GDS-specific processes.</p>	<ol style="list-style-type: none"> 1. Correct the name in the original PNR 2. Reissue the ticket, insert „NAME CORRECTION“ in the Endorsement Box and charge a name correction fee of EUR 25/CHF 25/USD 25/CAD 35* (or equivalent in local currency) per ticket as DU Tax. For markets without DU Tax, please use known process. <p>If system dependent any problem arises, please contact the Lufthansa Group Agency Support. They can assist to reinstate OS/LH/LX segments after a name correction of up to two letters has been done.</p>

Scenario 2: More than two (2) letters – any name correction permitted by OS/LH/LX (nick name, inverted name, legal name correction) – 1A PNRs only

PNR / Booking Channel:

- PNRs with OS/LH/LX* segments only
- PNRs created in Amadeus (1A) only

Remarks to be considered before correction:

Corrections of more than 2 letters have to be done by the Lufthansa Group Agency Support to avoid flight cancellation. The correction will be synchronized automatically to your Amadeus PNR.

What has to be done?

1. Contact your Lufthansa Group Agency Support who will correct the name in the original PNR.
2. Reissue the ticket, insert „NAME CORRECTION” in the Endorsement Box and charge a name correction fee of EUR 25/ CHF 25/USD 25/CAD 35* (or equivalent in local currency) per ticket as DU Tax. For markets without DU Tax, please use known process.

Scenario 3: More than two (2) letters – any name correction permitted by OS/LH/LX (nick name, inverted name, legal name correction)

PNR / Booking Channel:

- PNRs with OS/LH/LX* segments only
- PNRs created in other booking channels than Amadeus (1A)

Remarks to be considered before correction:

In case of PNRs created in other booking channels than Amadeus (1A) creation of a new PNR might be needed depending on technical synchronization process for the respective booking channel.

Please note: The Lufthansa Group Agency Support cannot assist with GDS-specific processes. In some cases your GDS support or NDC API support might be able to assist you.

What has to be done?

Standard process with creation of a new PNR

1. Create a new PNR with the correct name and the original flights in the original booking class (depending on availability: either confirmed, waitlisted or booked into the next available booking class).
2. The Lufthansa Group Agency Support will reinstate the original booking classes of OS/LH/LX flights and cancel the original PNR. Reissue the ticket, insert „NAME CORRECTION” in the Endorsement Box and charge a name correction fee of EUR 25/ CHF 25/USD 25/CAD 35* (or equivalent in local currency) per ticket as DU Tax.

Scenario 4: Any name correction permitted by OS/LH/LX – FQTV element included in PNR

PNR / Booking Channel:

- PNRs with OS/LH/LX* segments only
- PNRs include a FQTV element
- PNRs created in all booking channels

Remarks to be considered before correction:

If a FQTV element is included in the PNR, a name correction is not possible and a new PNR will have to be created.

Alternatively, you may check if the FQTV element can be deleted. If this is possible, the name correction can be performed in the original PNR. In this case follow standard correction process as per scenario 1 or 2 and re-enter the FQTV element if this is accepted by your booking system.

What has to be done?

Standard process with creation of a new PNR

1. Create a new PNR with the correct name and the original flights in the original booking class (depending on availability: either confirmed, waitlisted or booked into the next available booking class).
2. The Lufthansa Group Agency Support will reinstate the original booking classes of OS/LH/LX flights and cancel the original PNR. Reissue the ticket, insert „NAME CORRECTION“ in the Endorsement Box and charge a name correction fee of EUR 25/CHF 25/USD 25/CAD 35* (or equivalent in local currency) per ticket as DU Tax. For markets without DU Tax, please use known process.

Scenario 5: Any name correction permitted by OS/LH/LX – OAL segments included in PNR

PNR / Booking Channel:

- PNRs with OS/LH/LX* and OAL segments**
- PNRs created in all booking channels

Remarks to be considered before correction:

When an OAL flight is included in the PNR, the creation of a new PNR is recommended. The original flights are kept in case the OAL refuses a name correction and a high fare difference would apply, for example.

Please ensure that the ticketing time limit and the DUPE time limit are observed.

Alternative: If you prefer the name correction to be done in the original PNR, please check with the respective airline before contacting the Lufthansa Group airlines. The Lufthansa Group Agency Support may perform a name correction according to the Lufthansa Group airlines' rules. If the name correction is not successful, e.g. the OAL flight is set to UC/HX, the creation of a new PNR is recommended. In these cases, you may contact the OAL for assistance.

Please note that some airlines do not permit any name corrections.

What has to be done?

Standard process with creation of a new PNR

1. Create a new PNR with the original flights in the original booking class (OS/LH/LX flights depending on availability: either confirmed, waitlisted or in the next available booking class, OAL flights: either confirmed, in the original or in the next available booking class) and contact the Lufthansa Group Agency Support.
2. The Lufthansa Group Agency Support will reinstate the original booking classes of OS/LH/LX flights if needed and will cancel the original PNR. For OAL segments, the Lufthansa Group Agency Support cannot provide any assistance.
3. If the original booking class for the OAL segments is no longer available, you will have to calculate the difference to the applicable fare.
4. Reissue the ticket, insert „NAME CORRECTION“ in the Endorsement Box and charge a name correction fee of EUR 25/CHF 25/USD 25/CAD 35* (or equivalent in local currency) per ticket as DU Tax, plus – if applicable – you will have to charge the fare/tax difference on top. For markets without DU Tax, please use known process.

Scenario 6: Name correction not permitted by OS/LH/LX – SSR DOCS

PNR / Booking Channel:

- PNRs with OS/LH/LX* and OAL segments**
- PNRs created in all booking channels

Remarks to be considered before correction:

If it is definitely the same person travelling but the requested name correction is not within the Lufthansa Group airlines' rules, SSR DOCS might be used. Please be aware – and inform the passenger accordingly – that the Lufthansa Group airlines cannot guarantee that SSR DOCS will be accepted for the journey, e. g. at the check-in, at security, by the local authorities or by the OAL.

What has to be done?

1. Insert SSR DOCS with the correct name according to the traveller's passport.
2. It is strongly recommended that the passenger carries a PNR printout with the SSR DOCS during the entire journey.

Please note: online check-in is only possible with the name inserted in the PNR's Name Element. It will not be possible with the name entered in SSR DOCS.

Scenario 7: Name correction not permitted by OS/LH/LX – new ticket

PNR / Booking Channel:

- PNRs with OS/LH/LX* and OAL segments**
- PNRs created in all booking channels

Remarks to be considered before correction:

If it is definitely the same person travelling but the requested name correction is not within the Lufthansa Group airlines' rules, the Lufthansa Group Agency Support may provide additional assistance (e.g. with a refund waiver).

What has to be done?

1. Create a new PNR based on the current availability, price and issue a new ticket.
2. Contact the Lufthansa Group Agency Support. After having checked that all prerequisites are fulfilled (same flights, same person, ticket has been issued), the Lufthansa Group Agency Support will offer a refund waiver for the original ticket. The OPC and the DCC (YR tax) remain nonrefundable.
3. Refund the original ticket except for the OPC and DCC (YR tax). A fee of EUR 25/CHF 25/USD 25/CAD 35* per ticket (or equivalent in local currency converted from EUR) is applicable and can be deducted from the refund amount.

* Applicable for all Austrian Airlines, Lufthansa and SWISS operated and wetlease flights (OS/LH/LX operated and OS/LH/LX marketing flight number), including codeshare flights amongst each other, for example, OS operated with LH flight number.

** OAL refers to any airline other than OS/LH/LX, e. g. SN, EW or UA, including wetlease flights (OAL operated or OAL marketing flight number).