

SALES CIRCULAR

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Removal of Name Correction Fee

Dear Business Partner,

Singapore Airlines (SIA) presently charges a USD 50 name correction fee for eligible name correction requests submitted by our trade partners.

After internal review, SIA is pleased to announce that **effective 01 February 2025**, SIA will no longer charge a **USD 50 Name Correction fee** for all eligible requests¹. For non-eligible requests, please continue to refund the incorrect ticket and create a new booking with the correct name.

We believe that this will greatly improve the servicing experience for both our passengers and our trade partners.

Kindly disseminate to all staff concerned.

Should you have any queries, please feel free to reach out to your Account Manager. Alternatively, you may email to sqhk_salesops@singaporeair.com.sg.

Yours sincerely,

Hong Kong Sales
Singapore Airlines

¹ Please refer to the Appendix I - Table of Allowable Name Error Scenarios

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#	Name Error Scenario	Examples of Name Errors	Name correction
1	Change, addition and deletion of not more than 2 alphabets in total within the entire name	LAI/JUN ONN MR	LAI/JAN ONN MR
2	Salutation error	HO/LENG KEE <u>MR</u>	HO/LENG KEE <u>MS</u>
3	Change in name sequence, with no change in spelling	<u>CHRIST</u> /TAN MR	<u>TAN</u> /CHRIST MR
4	Addition of first/middle name (limited to 1 phrase only), with no change in spelling	ANG/JOHN MR	ANG/ JOHN <u>DAVID</u> MR
5	Addition or deletion of not more than 2 spaces, with no change in spelling	SHARMA/ <u>AMITKUMAR</u> MR	SHARMA/ <u>AMIT KUMAR</u> MR
6	Full Name typed wrongly as last name	<u>TANTOM</u> /MR	<u>TANTOM</u> MR
7	Double entry error to Family Name	<u>LIM/LIM</u> CHERRY MS	<u>LIM</u> /CHERRY MS
8	Change in Legal name / Travel document	<u>PATEL</u> /DEEPTI MS	<u>KUMAR</u> /DEEPTI MS
9	Addition of Last name (limited to 1 phrase only), with no change in spelling	THAMIM/SAM MR	THAMIM <u>ANSARI</u> / SAM MR
10	Deletion of names (limited to 1 phrase only), with no change in spelling	LEE/ <u>MARK YOK</u> MR	LEE/ <u>MARK</u> MR
11	No Last Name	<u>RAMA</u> /YANTI MS	<u>RAMAYANTI</u> /MS