

**EVA/UNI Air Ticket Name Change Fee Updates  
(Replace the Newsflash 2023 No.018)**

**EVA/UNI Air  
Ticket Name  
Change Fee  
Updates**

Dear Agent,

Please be advised EVA Air / UNI Air **Ticket Name Change Fee** has been updated and effective from **01MAY24**. Details are as below:

**Effectiveness:**

Effective from **01MAY24**, for name error correction, travel agents may reissue the ticket and collect the name error correction fee in accordance with the regulations below after authorization granted by EVA:

1. Scope:

Applicable for all selling channels of EVA Air (695) / UNI Air (525) FIT tickets. However, name error correction of Group tickets should seek authorization by the Sales Department.

2. Regulations of Name Error Correction Fee:

(1) Charge **USD50**, no child/infant discounts and non-refundable.

(2) Exemptions (for one time only):

- Reversal of first name and last name
- Incorrect Titles

(3) For reissue tickets, Endorsement/Restrictions box must show below:

- "**NM CHG**" - Normal name change
- "**NM CHG FOC**" - only for "Reversal of first name and last name and "Incorrect Titles" and for one time only.

**Name Change Policy**

Name Change can only be permitted for;

- Spelling error - Note: The maximum characters allowed via Amadeus (1A) GDS
- Misplacement of first name and last name
- Add alias (i.e. a valid certified document such as a marriage certificate, previous and renewed passport details)

Name change before ticket issued is not permitted. A new booking must be made.

Name change after ticket issued, please follow the below procedure.

**For bookings with ONLY EVA Air/Uni Air segments made using Amadeus (1A) GDS**

- Name change will only be permitted with a **maximum of 3 characters**

Email Ticketing Dept ([csuk@evaair.com](mailto:csuk@evaair.com)) to approve name error correction. Once approved, raise an **EMD USD50** for under service code **NAME**. After EMD issuance, email Ticketing Dept again with the EMD number for reissue authorization. They'll authorize you to reissue the ticket at the original fare, but any tax difference (including YQ/YR) will need to be paid and reported to EVA Air/Uni Air.

- The PNR requires correction and has **more than 3 characters**

Email EVA Air Sales Dept ([lonsales@evaair.com](mailto:lonsales@evaair.com)) to approve name error correction. Once approved, a new PNR must be created with the correct name and using the original fare(s). Contact Sales Dept to obtain a waiver code for full refund of the original ticket. Issue new ticket at the original fare and collect the Name Change Fee by **EMD USD50** with the service code **NAME** under the new PNR. Any tax difference (including YQ/YR) will need to be paid and reported to EVA Air/Uni Air.

**For bookings with ONLY EVA Air/Uni Air segments made using ALL OTHER GDS systems**

No Character limitation

Email Ticketing Dept ([csuk@evaair.com](mailto:csuk@evaair.com)) to approve name error correction. Once approved, raise an **EMD USD50** for under service code **NAME**. After EMD issuance, email Ticketing Dept again with the EMD number for reissue authorization. They'll authorize you to reissue the ticket at the original fare, but any tax difference (including YQ/YR) will need to be paid and reported to EVA Air/Uni Air.

**For bookings with Interline segments**

A new PNR must be created with the correct name and using the original fare(s). Contact EVA Air Sales Dept ([lonsales@evaair.com](mailto:lonsales@evaair.com)) to obtain a waiver code for full refund of the original ticket. Issue new ticket at the original fare and collect the Name Change Fee by **EMD USD50** with the service code **NAME** under the new PNR. Any tax difference (including YQ/YR) will need to be paid and reported to EVA Air/Uni Air.

**Any Name Change action which does not meet the above conditions will result in reservations being cancelled.**