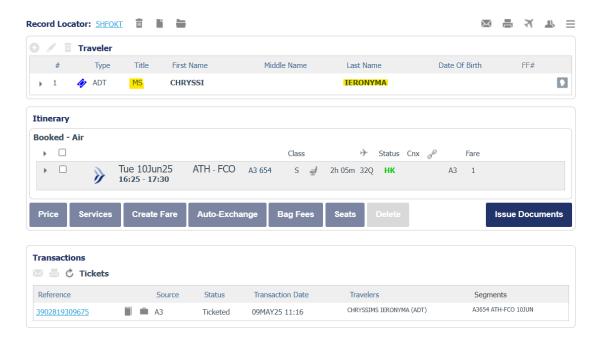
Dear Partners,

Please be informed below about the new Auto-Approval procedure for name correction up to 3 characters, which applies to reservations with already issued tickets.

Example:

Ticket with an error in the surname and title.

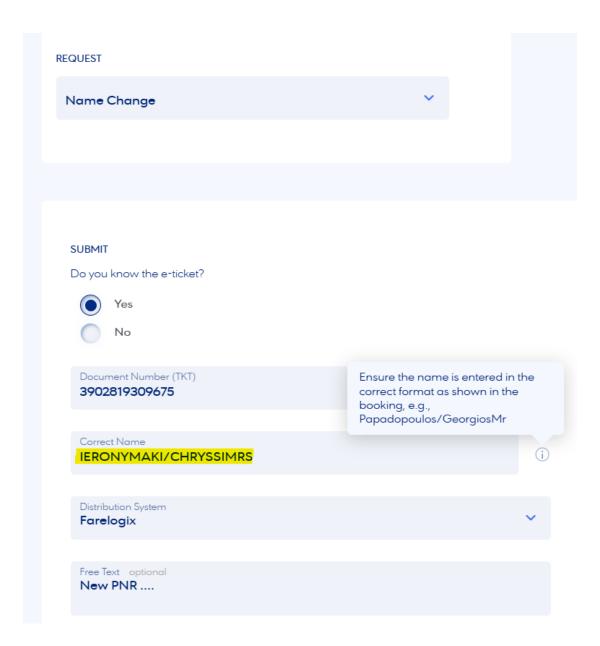


Make a request to the HUB, category - Name Change.

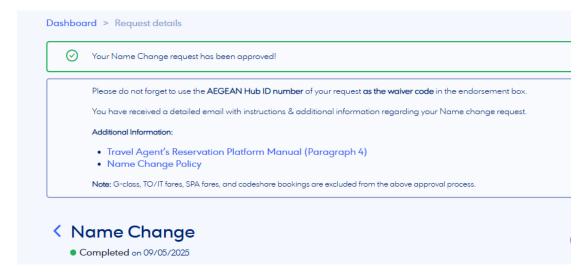
Required fields to fill in for Auto-Approval:

- Do you Know the ETKT?
 Select Yes,
- Enter the correct name without spaces as indicated in the Info Icon
 When entering the correct name, there should be no spaces between names or before the title.
- Select the Distribution System from where the booking has been made.

An example of a request is described below:



You will receive the Auto Approval in below format:



At the same time you will receive an Approval email with the further steps you need to follow.

Name Change request approved: Thank you for your request!

Please use the **AEGEAN Hub ID number** of your request as the waiver code in the endorsement box.

Steps to Complete the Name Change:

1. Multiple Passengers in a PNR

- · Split the affected passenger(s) into a new PNR.
- Book the lowest available published RBD in the same cabin class, using the correct full name as per the travel document.

2. Manual Ticket Reissue:

- Reissue the ticket in the new PNR with the correct name, following the steps in our online guide.
- Apply a processing fee of €23 (OC) and include any applicable tax differences. Fare differences do not apply. Copy all mandatory ticketing fields from the original ticket.

3. Post-Reissue Actions:

- Cancel the PNR with the incorrect name.
- Rebook any seats or baggage for the new PNR.

4. Final Step:

 Revert via AEGEAN Hub for EMD reissue after completing the above steps.

Additional Information:

- <u>Travel Agent's Reservation Platform Manual</u> (Paragraph 4)
- . Name Change Policy

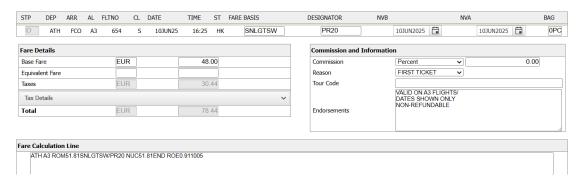
Note: G-class, TO/IT fares, SPA fares, and codeshare bookings are excluded from the above approval process.

After confirmation, the ticket must be reissued to the new PNR manually
with the collection of the name change fee as OC 23 Eur in taxes and any
tax difference that may arise. The original amount in the Base Fare will be
used.

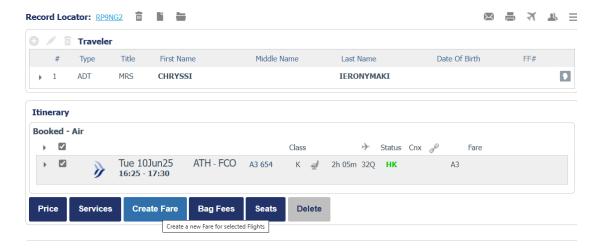
- Even if the RBD is not the same as the original booking, no fare difference will be collected
- The fare family will remain the same, **Fare Basis** as per the original ticket.
- Proceed to create a mask (TST) by selecting Create fare
- The "Endorsement" field of the new fare must also include the original ticket number and Hub ID as the discharge code.

Example:

Original TST with the wrong name:



The new booking is confirmed at higher RBD, as the original one is not available.



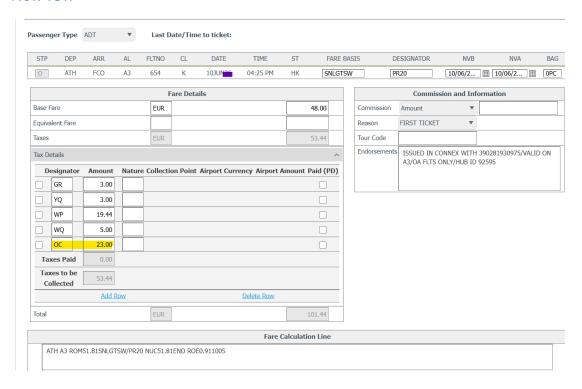
In the new TST (manually created), the data of the original ticket should be copied.

Insert an additional Tax Row for the 23.00Eur/OC fee.

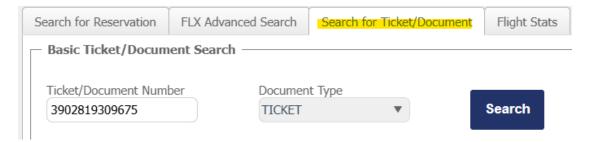
In the Endorsement enter:

ISSD IN CONNEX WITH (**NUMBER OF ORIGINAL TICKET**)/VALID ON A3/OA FLIGHTS ONLY/HUB ID (**NUMBER OF THE AUTO APPROVED ID**)

New TST:



Once the mask is completed, select **Submit** and proceed with **Exchange/Reissue** of the original ticket from the **Advanced Search** option.



Note:

It is vital to follow the steps of reissue exactly as stated in the email & policy to avoid ADM.

Detailed information on the name change policy here:

https://www.aegeanhub.com/en/booking-process-and-sales/pricing-and-policies/name-change/

Thank you for your cooperation.

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