

Important Update

New Automated Process for Name Correction

Dear Travel Partner,

We are pleased to inform you of a new enhancement at Air India's Sales Support Desk designed to streamline all Name Correction requests and improve overall service efficiency.

Effective 7th April 2026, once you submit a **Name Correction** request via the Sales Support email, it will be automatically captured by our system. You will then receive an auto-generated email containing a link to a form requesting additional details.

Upon successful submission of the form, your query will be processed on priority. This enhanced process offers the following key benefits:

- **Significant reduction in turnaround time.**
- **Improved accuracy and reliability by eliminating manual errors through system-driven data capture.**

To ensure seamless processing, we encourage you to use the subject line "**Name Correction for Ticket Number 098xxxxxxxxx**" in your email for better identification. Kindly ensure that only one name correction request is submitted per email.

For further details or assistance, please contact your respective Air India sales representative.

Thank you for your continued support and cooperation.

Warm Regards,
Team Air India