



[Re-emphasis] Change of Reservation & Ticketing Regulation for Malpractice Case

Korean Air would like to re-emphasize that the changes in reservation & ticket regulations to reinforce and implement penalties for O&D malpractice as follows.

As of September 1st, the following O&D malpractice cases will be subject to a monetary penalty if a ticket has been issued.

O&D Malpractice Type	Before Sep 1st		After Sep 1st	
Married Segment Control (MSC) Violation	Before & After Ticketing:		Before Ticketing:	
	1 st Offense	Warning	1 st Offense	Warning
Manipulation of POC (Point of Commencement) / POS (Point of Sale)	2 nd Offense	Prohibit Reservation & Ticketing for 1 week	2 nd Offense	Prohibit Reservation & Ticketing for 1 week
	3 rd Offense	Prohibit Reservation & Ticketing for 1 month	3 rd Offense	Prohibit Reservation & Ticketing for 1 month
	4 th Offense	KE Agency Contract Termination (Reservation & Ticketing inhibition)	4 th Offense	KE Agency Contract Termination (Reservation & Ticketing inhibition)
			After Ticketing: A penalty of \$600 (Pax/O&D) &	
			1 st Offense	Warning
			2 nd Offense	Prohibit Reservation & Ticketing for 1 week
			3 rd Offense	Prohibit Reservation & Ticketing for 1 month
			4 th Offense	KE Agency Contract Termination (Reservation & Ticketing inhibition)

Thank you for your cooperation and understanding. Please take the time to review and understand all of the subject matters.

※ If you have any questions, please contact your sales representative.

[Korean Air Reservation & Ticketing Regulation for Malpractice Case]

Type	Violation Detail	Result in Violation
Improper Use of Credit Card	Use of travel agency business or employee credit/debit card including sub-agent business/employee credit/debit Card	KE Agency Contract Termination & ARC/BSP Reservation and Ticketing Inhibition
	Use of 3rd party credit card	
	Use of credit/debit Card without card holder's approval	
	Deliberately make cash refunds on credit/debit card purchase as well as overcharge on credit/debit card	
Ticketing	Implication on Fraud Ticket / Ticket Forgery / ITR Forgery	KE Agency Contract Termination
	Fabrication or alteration of discount authorization document	
	Sales unreported / intentionally delayed report	
	Intentionally promote misuse of ticket / coupon sequence*	KE Agency Contract Termination or 1 st : Warning 2 nd : Prohibit Reservation & Ticketing for 2 week 3 rd : KE Agency Contract Termination (Reservation & Ticketing inhibition) *Depending on intentionality

* Please note that intentional issue/selling of 6th traffic tickets (e.g. LAX-ICN-HKG) for 4th traffic itinerary (e.g. LAX-ICN) may result in **debit notes**

Type	Violation Detail	Result in violation
Reservation	Fraudulent use of passengers' personal information without consent ○ Improper use of 3rd party's SKYPASS data	Managed in 4 steps 1 st : Warning
	Late group cancel	2 nd : Prohibit Reservation

	○ 5 days prior to the departure date	& Ticketing for 1 week
	Change ticket time limit ○ Input invalid ticket number to extend Ticket Time Limit ○ TTL extension is not allowed	3 rd : Prohibit Reservation & Ticketing for 1 month 4 th : KE Agency Contract Termination (Reservation & Ticketing inhibition)
	Misuse of booking class ○ Booking in higher booking class to secure seat in the flight	3 rd : Prohibit Reservation & Ticketing for 1 month 4 th : KE Agency Contract Termination (Reservation & Ticketing inhibition)
	Misuse of GDS ○ Duplicate booking between GDS ○ Fake booking to receive incentive	
	Misuse of guideline for name spell change ○ Name change without KE's authorization	
	Violation of O&D booking regulations 1) Married Segment Control (MSC) violation - Breaking apart married segment logic with malicious intention - Partial use of married segments 2) Manipulation of POC (Point of Commencement) / POS (Point of Sale) - Availability search with putting dummy segment, which is not for an actual use (POC) - Availability search with applying other office ID, which does not belong to the actual sales region (POS) 3) Other types of O&D violations	• <u>Before ticketing</u> Reservation cancellation and 1 st : Warning 2 nd : Prohibit Reservation & Ticketing for 1 week 3 rd : Prohibit Reservation & Ticketing for 1 month 4 th : KE Agency Contract Termination (Reservation & Ticketing inhibition) • <u>After ticketing</u> A penalty of \$600 (Pax/O&D) and 1 st : Warning 2 nd : Prohibit Reservation & Ticketing for 1 week 3 rd : Prohibit Reservation & Ticketing for 1 month 4 th : KE Agency Contract Termination (Reservation & Ticketing inhibition)
Others	Misuse of tour guide PF ticket	Managed in 3 steps
	Operation and service disturbance	1 st : Warning
	Cause customers' complaints and lose KE's reputation due to failure to comply with the guideline	2 nd : Prohibit Reservation & Ticketing for 2 week

	Failure to provide service notifications ○ Flight change notice ○ Confirmation notice to waitlisted passengers ○ Ticket restrictions / Fare rules	3rd : KE Agency Contract Termination (Reservation & Ticketing inhibition)
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* **Married Segment Control**: Management of 2 or more segments connecting within 24 hours as a single journey in 6th traffic itineraries