



## **SECURE FLIGHT PROGRAM – UPDATE APRIL 30, 2009**

As you may know, the Transportation Security Administration (TSA) will be requiring the airlines to provide additional passenger information for pre-screening as of May 1, 2009. This program is called "Secure Flight". These new rules will affect all passengers traveling on commercial airlines.

The TSA has set certain time lines with which the airlines need to be in compliance:

- May 1, 2009: Airlines and GDS companies (airline and agency reservation systems) must have systems upgraded and be capable of transmitting the new TSA required data.
- May 15, 2009: Airlines will be collecting and begin transmitting **full legal passenger names and itineraries** to the TSA 72 hours prior to flight time.
- August 15, 2009: Airlines will be collecting and transmitting all required Secure Flight Data including **passenger gender and date of birth.**

**The Deaconess Community will need to begin collecting this data from you for Best Travel immediately.**

Please send the following information to the Deaconess Community office via e-mail

[deaconess.community@elca.org](mailto:deaconess.community@elca.org) or phone 1-800-638-3522:

- Full legal name EXACTLY as it appears on the government issued identification (including middle names, first or middle initials, etc.). Acceptable forms of I.D. are Driver's License, Passport or State issued I.D.
- Gender
- Date of Birth

**Please submit your information to the Deaconess Community office no later than May 14, 2009.**

## FREQUENTLY ASKED QUESTIONS

**Q. The name on my frequent flyer accounts is different than the name on my government issued I. D. Will that cause a problem when I change the name on my profile?**

A. Yes. In the past, the airlines were not that particular about the name on passenger's driver's license matching the name on the ticket. Under Secure Flight rules, the name used to make a reservation must exactly match the passenger's name on the government issued I.D. (including middle names, first or middle initials, etc) which may not exactly match the name associated with a frequent flyer account.

If you have not already done so, please contact each airline now to update your name so it too matches the name on your government issued identification. Keep in mind that this can take 2-6 weeks. Keep your boarding pass in case you need to manually apply for mileage credit.

**Q. When I travel domestically, I use my driver's license as identification and my passport for international travel. The names on the two documents do not match exactly. Which name should I use on my reservation?**

A. We are recommending that you change the name on your driver's license to match that of your passport if travel internationally for business. This way you can be assured that you will get airline mileage credit using either form of I.D. Refer to the answer above.

Your other option would be to use your passport as your government issued I.D. for both domestic and international travel. You would book your reservations in the name on the passport and have that name associated with your frequent flyer accounts.

**Q. What if I have travel already booked after May 15<sup>th</sup>? Will I have to have the ticket reissued in the name on my government issued I.D.?**

A. No, during the transition period (probably until August 15<sup>th</sup>) the TSA will make allowances for obvious typos, common nicknames (e.g. Bob for Robert, Peggy for Margaret etc.), middle initials/names and legal name changes with verifying documentation, therefore tickets will not need to be reissued.

**Q. What if I do not supply this information to Best Travel before the airline compliance dates? Will I be allowed to board the plane?**

A. If you do not provide the information in advance, you will be required to provide it at the airport so that a board pass can be issued. You will face possible additional screening and probable delays.

If you have additional questions please contact Best Travel at 800-543-8016 or the TSA at [http://www.tsa.gov/what we do/layers/secureflight/index.shtm](http://www.tsa.gov/what_we_do/layers/secureflight/index.shtm)

## Helpful Information on Airline Frequent Flier Websites

- **Air Canada** (Aeroplan) – Send a copy of the passport or official identification to Aeroplan as outlined on their [Web site](#).
- **American Airlines** (AAdvantage) – Contact AAdvantage by email or fax, as outlined on their [Web site](#).
- **Continental Airlines** (OnePass) – Name changes must be submitted in writing to the OnePass Service Center. See Continental's [Web site](#) for additional details.
- **Delta Air Lines** (SkyMiles/World Perks) – Name changes can be completed online, or via phone, fax, or email as outlined on the Delta [Web site](#).
- **Southwest Airlines** (Rapid Rewards) – Name change requests cannot be made online. Name change requests may be submitted in writing to Rapid Rewards, P.O. Box 36657, Dallas, Texas 75235. The written request must contain your signature and account number. Additional information can be found on the Southwest [Web site](#).
- **United Airlines** (Mileage Plus) – Depending on the type of name change, requests can be submitted via email or postal mail. Additional information can be found on the United [Web site](#), and questions can be directed to the Mileage Plus Service center at (800) 421-4655, or (605) 399-2411.
- **US Airways** (Dividend Miles) – Members can change their name by calling, emailing, faxing or mailing the current name and address on the account, information on recent or last activity and new name to be listed on the account to the [Dividend Miles Service Center](#). In some cases, legal documentation may be required. Additional information can be found on the US Airways [Web site](#).
- **WestJet** (AIR MILES) – Changes to last name can be completed on the AIR MILES [Web site](#) or by calling (888) 247-6453. Changes to first name may require additional documentation to be faxed or mailed. Travelers can call the number above for additional information.

For other airline frequent-flyer programs not listed here, please refer to the carrier's Web site or contact the airline directly for additional information.