



OFFICE OF STRATEGIC COMMUNICATIONS AND PUBLIC AFFAIRS  
OFFICE OF PUBLIC LIAISON  
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## **SECURE FLIGHT**

### Implementation of Initial Public Phase

**WASHINGTON** – The Transportation Security Administration (TSA) announced today that beginning May 15 the Secure Flight passenger vetting program will begin asking passengers to enter their full name - as it appears on the government issued identification they will be traveling with – when making airline reservations.

This is the first publicly-noticeable step in implementing the multi-phase Secure Flight program which shifts pre-departure watch list matching responsibilities from individual aircraft operators to TSA. The Secure Flight program satisfies a key recommendation of the 9/11 Commission, and congressional requirements from the Intelligence Reform and Terrorism Prevention Act of 2004 and the 9/11 Commission Act signed into law in 2007.

“By enhancing and streamlining the watch list matching process, the Secure Flight program makes travel safer and easier for millions of Americans,” said TSA Acting Administrator Gale Rossides. “During this phase of the Secure Flight program, passengers are encouraged to book their reservations using their name as it appears on the government-issued ID they will use while traveling.”

In the near future, small differences between the passenger’s ID and the passenger’s reservation information, such as the use of a middle initial instead of a full middle name or no middle name/initial at all, will not be an issue for passengers. Over time, passengers should strive to obtain consistency between the name on their government issued ID and the travel information they use for booking flights.

The second phase of Secure Flight begins August 15, 2009 when passengers will be required to enter their date of birth, gender and redress number (if available) when booking airline flights.

Once Secure Flight's advanced technology is fully implemented in early 2010, enhanced watch list matching will be done by the government. Airlines will gather a passenger's full name, date of birth, and gender when making an airline reservation to determine if the passenger is a match to the No Fly or Selectee lists. By providing the additional data elements of gender and date of birth, Secure Flight will more effectively help prevent misidentification of passengers who have similar names to individuals on the watch list and better identify individuals that may pose a known or suspected threat to aviation.

TSA's goal is to vet 100 percent of passengers on all domestic commercial flights by early 2010 and 100 percent of passengers on all international commercial flights by the end of 2010.

For more information on Secure Flight visit [www.tsa.gov](http://www.tsa.gov).

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## Airline Frequent Flyer Programs Name Change Guidelines

Under Secure Flight rules, the name used to make a reservation must exactly match the passenger's name on the government-issued identification (including middle name, first or middle initial, etc.), which might not exactly match the name associated with a frequent flyer account. Frequent Flyer members should begin to update their account information to be in sync with their government issued identification.

For more information on Secure Flight visit [www.tsa.gov](http://www.tsa.gov) Keyword: Secure Flight

**Government Issued ID: Please note that your Drivers License and Passport may not match. Recommend the purchase of a U.S. Passport Card, for more information visit [www.travel.state.gov](http://www.travel.state.gov)**

AIRLINE	NAME CHANGE PROCEDURE	CUSTOMER SERVICE
<b>AirTran</b>	Fax a copy of your government issued ID along with your account number and request to: (912) 966-6376	A + Rewards Customer Service: (888) 327-5878
<b>American Airlines</b>	No need to update unless traveler prefers, American primarily cares about the first and last name matching.	AAdvantage Customer Service: (800) 882-8880 Voice recognition at prompts: "Account Services" "Agent"
<b>Continental</b>	Email or call for name change request:  Email: <a href="mailto:onepass@coair.com">onepass@coair.com</a>  Phone: (713) 952-1630 Monday - Friday 6:30 a.m. - 8:00 p.m. Central Time	OnePass Customer Service: Phone: (713) 952-1630 Monday - Friday 6:30 a.m. - 8:00 p.m. CST
<b>Delta</b>	No need to update unless traveler prefers, Delta does not require an exact match. If you would like to update account with full name, fax government issued ID, along with account number and request to: (404) 773-1945	SkyMiles Customer Service: 800-325-3999 Fax: (404) 773-1945 Online: <a href="https://www.delta.com/profile/">https://www.delta.com/profile/</a>
<b>Frontier</b>	Fax a copy of your government issued ID along with your account number and request to: (720) 374-4622	.
<b>Midwest Express</b>	Call to request name change: (800) 314-7125 Press Option: 1	Midwest Miles Customer Service: (800) 314-7125 Press Option: 1
<b>Northwest</b>	Call to request name change: (800) 447-3757	WorldPerks Customer Service: (800) 447-3757 <a href="http://www.nwa.com/worldperks/">http://www.nwa.com/worldperks/</a>
<b>United</b>	Request name change by email click on link below: <a href="http://faq.ua2go.com/display/4/kb/atr/index.aspx?tab=atr&amp;r=0.6553600">http://faq.ua2go.com/display/4/kb/atr/index.aspx?tab=atr&amp;r=0.6553600</a> or <a href="http://www.united.com">www.united.com</a> , Click on Customer Service (upper right corner), Click the Submit a Question tab and select MILEAGE PLUS from the dropdown menu. Enter Frequently Flyer number and request change of name.	Mileage Plus Service Center: (800) 421-4655 or (605) 399-2411
<b>Southwest</b>	Name change requests can be submitted in writing and MUST include your account number and signature. Southwest Airlines Rapid Rewards P.O. Box 36657 Dallas, Texas 75235	Rapid Rewards Customer Service (800) 445-5764
<b>US Air</b>	Call Customer Service to update name. (800) 428-4322 Press Option 3 Say "Agent"	Dividend Miles Customer Service: (800) 428-4322

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