



**Date:** 14 MAY 24

**Ref:**

MESA/RM/2024/05

**To:** MH VALUED APPOINTED AGENTS

**From:** Regional Manager-South Asia, Middle East & Africa

**RE :** Name Policy Update

As per the International Air Transport Association (IATA) regulations, the usage of 'LNU' (Last Name Unknown) is no longer applicable for passengers who have a single name on their travel documents. Instead, 'FNU' (First Name Unknown) should be used for booking and ticketing purposes. This adjustment ensures compliance with new standardizations aimed at streamlining travel documentation processes across the aviation industry.

For further details and guidelines, please refer to the following link:

<https://www.malaysiaairlines.com/hq/en/help/booking-guide.html>

We kindly request your strict adherence to the process outlined above to avoid any inconvenience to the passengers.

Feel free to contact your respective Account Managers for any enquiries.

Looking forward to your continuous support.

Best regards,

*Amit Mehta*

**AMIT MEHTA**

Regional Manager-South Asia, Middle East & Africa



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