

Alaska Airlines

To correct your name or date of birth on your Mileage Plan account, please contact our Mileage Plan department. Account information is secure and used for verification purposes, therefore these changes cannot be performed on our web site.

Email:

Alaska Airlines/Horizon Air: [E-mail Mileage Plan Inquiries](#)

Telephone:

Alaska Airlines: 1-800-654-5669
8:00 a.m. - 6:00 p.m. (PT), Monday-Friday

Horizon Air: 206-431-3647
7:30 a.m. - 6:00 p.m. (PT), Monday-Friday

Fax Service:

Mileage Plan Inquiries: 206-433-3477

Address:

Alaska Airlines Customer Care
P.O. Box 24948 - SEAGT
Seattle, WA 98124-0948

Horizon Air Customer Relations
P.O. Box 68977
Seattle, WA 98168

American Airlines

Changing Your Name?

Need to change the name on your AAdvantage account? Send an email to AAdvantage Customer Service.

Examples of name corrections/changes managed via email* or by calling AAdvantage Customer Service at 1-800-882-8880 and asking for AAdvantage Accounts.

- Change to a last name*
- Misspelled names (Wilson vs. Wilsen, Smith vs. Smyth, Vicki vs. Vicky)
- Abbreviated Names (Susie vs. Susan, Bob vs. Robert)
- Reversed first and last names (e.g. Dickens Charles and should be Charles Dickens)
- Changing a prefix that doesn't include a gender change (Mrs. to Ms.; Mr. to Dr.)
- Adding or deleting a middle initial or entire middle name
- Changing a hyphenated name to any of its variations
- Expand first initial to full first name, provided there is an existing prefix (i.e. Mr. or Mrs.)
- Prefix change which does NOT alter gender (Mrs. Jane Jones to Dr. Jane Jones)
- Change which does NOT alter relationship (John Jones to John Jones, M.D.)
- Reversal of middle and first names

Information needed to change a name

- Your name as it appears on your AAdvantage account today
- The reason your name is changing**
- The name you would like to appear on your account
- [Send an email to AAdvantage Customer Service](#)

The following name change requests must be in writing and require legal documentation

- Change to a first name
- Abbreviate first name to initial
- Prefix change which alters gender (Mr. John Jones to Mrs. John Jones)
- Change which alters relationship (John Jones, Sr. to John Jones, Jr.)
- Send your request along with the proper legal documentation to the American Airlines AAdvantage Department at the address below

Send name change requests requiring written legal documentation to: Fax number: 817-963-7882

* Changes to last name are allowed for life events only - such as marriage or divorce. AAdvantage members who request a last name change for any other reason will be required to submit written legal documentation.

** American Airlines / AAdvantage reserves the right at its discretion to require written legal documentation for any name change request received (including: marital status, military titles, titles and suffixes, nicknames, hyphenated names to any of its variations, inverted name changes, misspelled names, etc).

Continental

Name Changes

Contact the OnePass Service Center to request a name change to your OnePass account. Please note that in order to process some requests, additional documentation will be required (i.e. marriage license, court order, etc.). Do not include your PIN code in an e-mail.

E-mail

onepass@coair.com

Please make sure to include your name and OnePass number in your e-mail message. The following file types may be included as attachments in your e-mail: doc, pdf, rtf, txt, xls, bmp, gif, jpg, jpeg, png, tif and tiff.

Postal Mail

For name changes or when using express delivery services:

OnePass Service Center
900 Grand Plaza Dr.
Houston, TX 77067-4323

Delta

Name and Address Changes

Each member shall be responsible for advising Delta of any change of name, e-mail, or postal address on their account. Delta reserves the right to update the address for any member's SkyMiles account using the National Change of Address (NCOA) data filed by relocating postal customers, but shall have no obligation to do so.

Using their Delta Personal Identification Number (PIN), members may update their account address information by visiting delta.com/myprofile. You can also update your account address by submitting the information via fax, mail, or by phone using your PIN.

Phone

800-325-3999* SkyMiles OneSource (automated)

404-714-2300*

800-323-2323* SkyMiles Representative

Fax

404-773-1945*

Mail

Delta Air Lines, Inc.

SkyMiles Service Center, Dept. 654

P.O. Box 20532

Atlanta, GA 30320-2532

The member's signature and SkyMiles membership number must be included in all written correspondence.

A copy of supporting legal documentation (e.g., court order, marriage certificate, or divorce decree) will be required for any name change requests.

Southwest

<https://www.southwest.com/cgi-bin/travelerAccountLogin?requestFrom=RR>

Manage Your Travel with MySouthwest

- View travel itineraries
- Quick reservations based on travel preferences and stored trips
- Store credit card preferences for added convenience
- View your Rapid Rewards credit detail and Awards
- **Verify/change your account information**
- Change your password
- Request past flight credit

If the changes are not allowed on the website, please send Southwest the following information:

- Copy of Driver's License or Approved Government Issued ID
- Rapid Rewards Number
- Corrected Name

Southwest Airlines
Rapid Rewards
P.O. Box 36657
Dallas, TX. 75235-1657

United Airlines

My name has changed.

How do I change my name on my Mileage Plus account?

Simple Name Correction

You may submit this request via email to the Mileage Plus Service Center.

- Change a first name to a common spelling of itself or correct a misspelling: Sara to Sarah, Trisha to Tricia, Cathy to Cathie, Stephen to Steven
- Last name misspelled by one letter: Kaminsky to Kaminski, Francis to Frances
- Add/change/delete a middle initial: John Richard Ennis to John R. Ennis , Tammy A. Jones to Tammy Jones
- Reversed first and last names: McCormack Charles
- Correct a prefix: Mr. Allison Duffy to Ms. Allison Duffy

Significant Name Change

To ensure the security of your Mileage Plus account and reduce the risk of fraud, significant name changes must be requested in writing and include a photocopy of supporting legal documentation.

- Change a name to or from a Nickname: Rick to Richard, Peggy to Margaret, Anthony to Tony
- Adding a first name to an account that only has a middle name: David Johnson to Francis D Johnson or Francis David Johnson
- Add or remove a hyphenated name: Mary Richards to Mary Richards-Grant, Lisa Garcia-Gonzalez to Lisa Garcia
- Add or removing a suffix from a name: Thomas Marshall, Jr. to Thomas Marshall
- Change of last name due to marriage, divorce, legal name change - send a photocopy of supporting legal documentation: marriage license, divorce decree or legal name change document to:

Mileage Plus Service Center
P. O. Box 6120
Rapid City, SD 57709-6120

If you have further questions about changing your name, please contact the Mileage Plus Service center at **(800) 421-4655**, or **(605) 399-2411** if you are calling from outside the United States or Canada.

US Airways

Member information changes

1. Each member is responsible for advising US Airways of any name, email, telephone number or mailing address changes, and US Airways shall have no liability for misdirected mail, or any consequences thereof.
2. Updates to email, telephone number or mailing address must be made by logging into your Dividend Miles account and updating your profile on usairways.com. Failure to update member information may result in the cancellation of further communication until current information is provided.
3. **You can change your name by calling, emailing, faxing or mailing your 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.**

Contacting Dividend Miles

For automated account information, questions regarding your account or program updates, contact the Dividend Miles Service Center at 800-428-4322 – 800-254-2204

Dividend Miles Service Center
US Airways
P.O. Box 20050
Phoenix, AZ 85036
800-428-4322

Hours:
7 AM - 12 AM ET, Monday - Friday
8 AM - 9 PM ET, Saturday