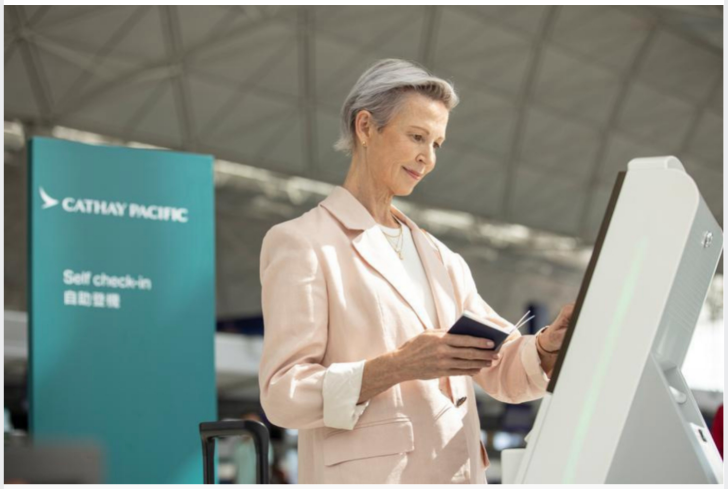
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Dear Erik



Helping travellers receive important travel updates and digital boarding passes

6 November 2026

As Cathay Pacific continues to enhance the digital travel experience, we would like to remind all travel agents of the importance of providing the traveller's own email address and/or mobile number in the passenger contact details fields (SSR CTCE and CTCM) when creating bookings, according to the requirements in IATA Resolution 830d.

Using the traveller's personal contact details enables us to deliver important journey-related communications directly to them, including:

- Digital boarding passes
- Flight notifications and operational updates
- Disruption and irregular operations communications when required

We notice that some agencies currently continue to use a generic agency email address for a significant volume of passengers. However, as we continue to expand our digital servicing capabilities, having the traveller's own contact details becomes increasingly important to ensure they receive timely information throughout their journey.

Providing the traveller's email address can help:

- Improve the customer travel experience
- Reduce delays in receiving important travel updates, especially flight schedule changes, delays, and cancellations
- Enable faster access to digital boarding passes and self-service channels

Timely disruption alerts and travel alternatives can support a better travel experience, while also enabling more efficient servicing for travel agents and the airline. We kindly ask that, where the traveller consents, their personal email address / phone number be entered in the customer contact field (SSR CTCE and CTCM) for all new bookings.

Please note that travellers may also be asked to review and update their contact details during check-in if the email address or phone number on PNR does not belong to them.

We appreciate your support as we continue to improve the travel experience for our mutual customers.

Thank you for your partnership.

Yours sincerely,
Commercial Sales Team

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