



Launching Special Waiver Request SVC on KALMATE

Following the successful launch of the name correction service on our agency support website, KALMATE, we are pleased to announce the addition of a new feature: the **Special Waiver Request** service is now available online.

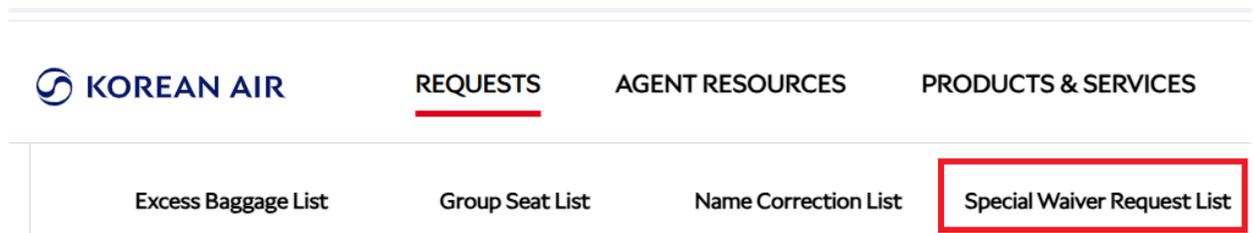
1. Overview

Launched a new service that allows agencies to request a special waiver through KALMATE, which was previously requested via email to the sales support desk.

2. Effective Date : April 7th, 2025

3. How to Request on KALMATE

(1) After login, choose “Special Waiver Request”



(2) Click “New Request” for a Special Waiver request.

Special Waiver Request List

Total 0

<input type="checkbox"/>	Request ID ▾	Request Date ▾	Waiver Type ▾	Portion	TCP	AUTH No	Status	
							New Request	Delete

(3) Fill up the Portion, BKG CLS and Choose the Waiver Type (Refund Penalty, Reissue Penalty, No-Show Penalty)

Request Information

Request Id	Request Date	Portion*	BKG CLS	Waiver Type*
		<input type="text" value="LAX-ICN"/>	<input type="text" value="Q CLS"/>	<input type="text" value="Refund Penalty"/>

(4) Enter Ticket Number, Passenger Name and upload supporting documents. If requesting more than 1 ticket, please click “Add Row”

Passenger Information

	TKT No.*	PAX Name*	File*
<input type="checkbox"/>	<input type="text" value="1802300123456"/>	<input type="text" value="KIM/DAEHAN"/>	(Please click the icon on the right to add a file.) <input type="button" value="Upload"/>
+ Add Row			

(5) Describe the reason for the request, save it first, and then click the submit button.

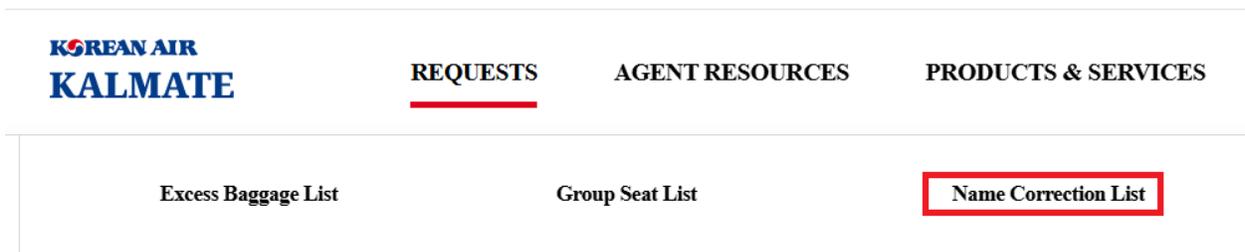
Request Reason *

The passenger is unable to complete the trip due to the death of an immediate family member. A death certificate is attached.
(TEST REQUEST)

(6) Submitted special waiver applications will be reviewed, and the results will be sent via email.

✂ We would like to remind you that KALMATE has also launched the "**Name Correction**" feature from November 4, 2024. You can access it through the menu items below.

(1) After login, choose "Name Correction List"



(2) Click "New Request" for Name Correction request.

Name Correction List

Total 0

<input type="checkbox"/>	Request ID ▼	Request Date ▼	House Record Name	IATA NO	PNR	Status
None Name Correction Data						

[New Request](#) [Delete](#)

❖ If you have any questions, please contact your sales representative.