

# TERMINATION LUFTHANSA GROUP AGENT.COM PROGRAM

**Frequently Asked Questions (FAQs)**

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# 1 GENERAL

## 1.1 Why is Lufthansa Group agent.com going to be discontinued?

The harmonization of the Lufthansa Group Airlines product and offer landscape leads to a termination of the Lufthansa Group agent.com booking platform for travel agencies.

## 1.2 When is the termination of the Lufthansa Group agent.com planned?

The termination of the platform will happen on May 31, 2023. As of this date the homepage cannot be accessed anymore and the user profiles will be closed.

## 1.3 How will the termination of the Lufthansa Group agent.com program happen?

The Lufthansa Group Airlines cancel the usage of the platform according to section 2.5.1 "Lufthansa Group agent.com terms and conditions of use" [Link](#) at due date and terminate the program on May 31, 2023. The homepage and user profiles can be accessed until May 30, 2023.

## 1.4 How are user/travel agencies be informed?

The Lufthansa Group Airlines inform the user about the discontinuation of the program in written form via email. For user and travel agencies, which did not log in to the Lufthansa Group agent.com platform during the last 6 months, the Lufthansa Group Airlines cancel the user access according to section 2.6.2 "Lufthansa Group agent.com terms and conditions of use" [Link](#). Additionally, a communication on lufthansaexperts.com is planned in May 2023.

## 2 HANDLING OF PASSENGER NAME RECORDS (PNR) AND TICKETS, WHICH WERE ISSUED VIA LUFTHANSA GROUP AGENT.COM

### 2.1 What happens with PNRs whose ticket was issued until May 31, 2023?

The PNR and ticket stay active and keep their validity.

### 2.2 What happens with PNRs whose ticket wasn't issued until May 31, 2023?

The issuance of the tickets of all PNRs need to happen before May 31, 2023. All not necessary PNRs need to be cancelled by the user/travel agencies until May 30, 2023.

### 2.3 What happens with PNRs (without ticket issuance), which weren't cancelled until May 30, 2023?

Please contact the Lufthansa Group agent.com Support:

Phone: +49 (0) 69 867 99 138

Email: LHG-agent.dach@dlh.de

Service hours: Monday - Friday 08:00 - 18:00 (CET)

### 2.4 Can PNRs be accessed/checked after May 31, 2023?

From May 31, 2023, the access of PNRs and tickets via the Lufthansa Group agent.com booking platform is not possible anymore. Please save all active Lufthansa Group agent.com bookings in your Lufthansa Group agent.com booking summary via PDF/data export. According to the EU GDPR (General Data Protection Regulation) bookings can only be accessed via Airlines Vendor Locator (PNR Code) or ticket number of the airline.

## **2.5 Whom can I contact as of May 31, 2023 when changes on existing PNRs and tickets are necessary?**

Changes (rebooking, cancellation, refund, etc.) can continue to be handled via the Lufthansa Group agent.com Support until August 31, 2023:

Phone: +49 (0) 69 867 99 138

Email: LHG-agent.dach@dlh.de

Service hours: Monday - Friday 08:00 - 18:00 (CET)

# **3 LUFTHANSA GROUP AGENT.COM USER PROFILES**

## **3.1 Will all Lufthansa Group agent.com user profiles be closed on May 31, 2023?**

Yes. The Lufthansa Group agent.com user profiles will be closed on May 31, 2023.

# IMPRINT

**Publishing Corporation**

Lufthansa Group

**Division**

FRA/ZRH AG/HP-A, Product & Tool Management B2B Program Domain Agent

**Status**

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