

Introducing One – Time Password Verification for safer customer data updates



Lufthansa Group is taking an important step in protecting customer data by introducing a **One-Time Password (OTP) verification** for updates to contact details (E-mail) and Frequent Flyer Program (FFP) numbers on its websites and apps. This new security measure strengthens data protection and prevents unauthorized changes, ensuring a safer digital travel experience.

How it works:

Proceed with modifications to the Contact email and/or Frequent Flyer number within Manage My booking and Web Check-in

- Manage My Booking: Any changes to contact information (SSR CTCE) will trigger the sending of a One-Time Password (OTP). The user must enter this OTP to validate the modification
- Web Check-in:
 - If the Frequent Traveler number is modified, a One-Time Password (OTP) will be sent. The user must enter this OTP to confirm the change.
 - Modification of contact data (SSR CTCE) in Web Check-in is allowed without OTP; However, no subsequent modifications will be possible:
 - Via Web Check-in to Frequent flyer
 - Via Manage My Booking to Email Contact Elements (SSR CTCE) and Frequent Flyer number.

Other sales self-service such as **saleable** ancillary products remain available without OTP; however, the booking must contain both SSR CTCE and SSR CTCM. If either is missing, the OTP process will be triggered and the code will be sent to the contact email address stored in the PNR. All free ancillary products, such as special meals and wheelchair services, remain accessible without any OTP requirement.

Why This Matters:

- **Enhanced Security:** Protects sensitive data such as email addresses and loyalty information from fraudulent access
- **Compliance:** Aligns with data protection laws and industry standards
- **Customer Trust:** Reinforces Lufthansa Group's commitment to safeguarding personal and financial information



To ensure smooth OTP delivery, please make sure passenger contact details (E-mail) are complete and accurate in SSR CTCE format, as per IATA Resolution 830d.

This initiative sets a new standard in safeguarding customer data and demonstrates Lufthansa Group's commitment to enhanced security and privacy in the digital travel environment.

This feature will be available from the 26th of February 2026.

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