



## Notice of Changes to the Agent Reporting Agreement (ARA)

Following ARC's consultation with travel agency representatives, ARC's Board of Directors has approved the following updates to the Agent Reporting Agreement (ARA). These updates reflect changes in ARC's product offerings and services in order to better align with ARC's current operations and industry standards.

### Summary of Changes

#### **Additional Language in ARA Part II, Section 8.3.5**

ARC intends to clarify that legal or DBA names should never be the same or similar to the word "airline" or any use or variation on any name of a Carrier or ARC, in order to avoid misleading Agents' customers into believing that they are doing business directly with either ARC or a specific Carrier. The wording change will also be added to the IAH and the new Agency and VTC Applications, along with examples of words that will not be permitted, i.e. "Airlines," "Reporting," "ARC," etc.

#### **Revisions to Various Sections Involving ATB Distribution**

ARC has updated various sections of the ARA to remove outdated references to paper ticket stock and related record retention requirements.

To review the ARA changes in more detail, click [here](#).

**These changes will take effect on January 4, 2021.** Please note that, in accordance with Section 5 of the ARA, your continued participation with ARC after January 4, 2021, serves as your acceptance of the amendments.

If you have any questions, please contact ARC's Customer Care Center at 855-816-8003 or [ccchelp@arccorp.com](mailto:ccchelp@arccorp.com).