

To: [REDACTED]
From: Natalia Molotkova
Sent: Fri 9/9/2016 3:20:18 PM
Subject: Question RE Price of Flights I just purchased.. [Incide nt: [REDACTED]]

Title: American Express ®

[REDACTED]

Sent: 09/09/2016 11:20 AM

Lesley, if they have checked in bags, they will have to get them in Miami and check in again to STT.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 11:17 AM

Make them all biz at that price!

Sent from my iPhone

On Sep 9, 2016, at 11:09 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

Sent: 09/09/2016 11:09 AM

Let me know, business or coach?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 11:03 AM

Business \$483.90.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 11:03 AM

Yes please. And price for the biz seats also? Lower to the aa website price? Why did she quote me so high? This is going to make jeffrey ask me to start checking every price!?

Sent from my iPhone

On Sep 9, 2016, at 10:59 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

Sent: 09/09/2016 10:59 AM

Arnaud Seigneur- LPKDUU

[REDACTED]

Robin Inglese- WIJWAC

Laurent Gosseaume- VNNULB

Tickets are issued.

147 is non refundable fare, I can re-issue thicketts.

OK?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:29 AM

Will do..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:28 AM

can you make sure the new flights have been ticketed as well I was told they would be pushed through thanks!

On Sep 9, 2016, at 10:18 AM, Natalia Molotkova <[REDACTED]> wrote:

Sent: 09/09/2016 10:28 AM

thanks...

On Sep 9, 2016, at 10:18 AM, Natalia Molotkova <[REDACTED]> wrote:

Sent: 09/09/2016 10:18 AM

Let me have a look..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:16 AM

Hi Natashamad dash this morning to add the connecting flight from Miami to STT for the 4 Paris designers not sure why, but Jeffrey asked me to do this. Apparently some of the designers upgraded themselves at CDG this morning so they have new record locators (below) my question to you is why are we paying \$806.90 for coach and \$1495.00 for Biz seats when the AA website has these flights at \$147 for coach and \$484 for biz? Why is Amex charging us so much to add this connecting flight to the itineraries? let me

know..thanks, Lesley

Arnaud Seigneur- LPKDUU

[REDACTED]
Robin Inglese- WIJWAC
Laurent Gosseaume- VNNULB

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2015 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google Maps Terms of Use" click here: (http://maps.google.com/help/terms_maps.html). For "Map Legal Notices" click here: (http://www.maps.google.com/help/legalnotices_maps.html). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and

event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126



Ref# 160910-000028

Sent: 09/09/2016 10:59 AM

Arnaud Seigneur- LPKDUU

[REDACTED]
Robin Inglese- WIJWAC
Laurent Gosseaume- VNNULB

Tickets are issued.

147 is non refundable fare, I can re-issue thicketts.
OK?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:29 AM

Will do..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:28 AM

can you make sure the new flights have been ticketed as well- I was told they would be pushed through- thanks!

On Sep 9, 2016, at 10:18 AM, Natalia Molotkova
[REDACTED] wrote:

Sent: 09/09/2016 10:28 AM

thanks...

On Sep 9, 2016, at 10:18 AM, Natalia Molotkova
[REDACTED] wrote:

Sent: 09/09/2016 10:18 AM

Let me have a look..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:16 AM

Hi Natasha- mad dash this morning to add the connecting flight from Miami to STT for the 4 Paris designers- not sure why, but Jeffrey asked me to do this. Apparently some of the designers upgraded themselves at CDG this morning so they have new record locators (below)- my question to you is why are we paying \$806.90 for coach and \$1495.00 for Biz

seats when the AA website has these flights at \$147 for coach and \$484 for biz? Why is Amex charging us so much to add this connecting flight to the itineraries? let me know..thanks, Lesley
Arnaud Seigneur- LPKDUU



Robin Inglese- WIJWAC
Laurent Gosseaume- VNNULB

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2015 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here: (http://maps.google.com/help/terms_maps.html). For "Map Legal Notices" click here: (http://www.maps.google.com/help/legalnotices_maps.html). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126



Ref# 160910-000028

Sent: 09/09/2016 11:12 AM

Great!

Sent from my iPhone

On Sep 9, 2016, at 11:03 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]
Sent: 09/09/2016 11:03 AM

Business \$483.90.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 11:03 AM

Yes please. And price for the biz seats also? Lower to the aa website price? Why did she quote me so high? This is going to make jeffrey ask me to start checking every price!?

Sent from my iPhone

On Sep 9, 2016, at 10:59 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]
Sent: 09/09/2016 10:59 AM

Arnaud Seigneur- LPKDUU
[REDACTED]

Robin Inglese- WIJWAC
Laurent Gosseaume- VNNULB

Tickets are issued.

147 is non refundable fare, I can re-issue thicketts.
OK?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:29 AM

Will do..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:28 AM

can you make sure the new flights have been ticketed as welll was told they would be pushed throughthanks!

On Sep 9, 2016, at 10:18 AM, Natalia Molotkova
<[REDACTED]> wrote:

Sent: 09/09/2016 10:28 AM

thanks...

On Sep 9, 2016, at 10:18 AM, Natalia Molotkova
<[REDACTED]> wrote:

Sent: 09/09/2016 10:18 AM

Let me have a look..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:16 AM

Hi Natashamad dash this morning to add the connecting flight from Miami to STT for the 4 Paris designersnot sure why, but Jeffrey asked me to do this. Apparently some of the designers upgraded themselves at CDG this morning so they have new record locators (below)my question to you is why are we paying \$806.90 for coach and \$1495.00 for Biz seats when the AA website has these flights at \$147 for coach and \$484 for biz? Why is Amex charging us so much to add this connecting flight to the itineraries? let me

know..thanks, Lesley

Arnaud Seigneur- LPKDUU

[REDACTED]
Robin Inglese- WIJWAC
Laurent Gosseume- VNNULB

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2015 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any

claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google Maps Terms of Use" click here:(http://maps.google.com/help/terms_maps.html). For "Map Legal Notices" click here: (http://www.maps.google.com/help/legalnotices_maps.html). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126



Ref# 160910-000028

Sent: 09/09/2016 10:59 AM

Arnaud Seigneur- LPKDUU

[REDACTED]

Robin Inglese- WIJWAC

Laurent Gosseaume- VNNULB

Tickets are issued.

147 is non refundable fare, I can re-issue thicketts.

OK?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

EFTA_R1_00574863

EFTA02044082

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:29 AM

Will do..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:28 AM

can you make sure the new flights have been ticketed as well- I was told they would be pushed through- thanks!

On Sep 9, 2016, at 10:18 AM, Natalia Molotkova
<[REDACTED]> wrote:

Sent: 09/09/2016 10:28 AM

thanks...

On Sep 9, 2016, at 10:18 AM, Natalia Molotkova
<[REDACTED]> wrote:

Sent: 09/09/2016 10:18 AM

Let me have a look..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:16 AM

Hi Natasha- mad dash this morning to add the connecting flight from Miami to STT for the 4 Paris designers- not sure why, but Jeffrey asked me to do this. Apparently some of the designers upgraded themselves at CDG this morning so they have new record locators (below)- my question to you is why are we paying \$806.90 for coach and \$1495.00 for Biz seats when the AA website has these flights at \$147 for coach and \$484 for biz? Why is Amex charging us so much to add this connecting flight to the itineraries? let me

know..thanks, Lesley

Arnaud Seigneur- LPKDUU

[REDACTED]

Robin Inglese- WIJWAC

Laurent Gosseaume- VNNULB

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2015 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here: (http://maps.google.com/help/terms_maps.html). For "Map Legal Notices" click here: (http://www.maps.google.com/help/legalnotices_maps.html). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express

acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126



Ref# 160910-000028

Sent: 09/09/2016 11:09 AM

Let me know, business or coach?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 11:03 AM

Business \$483.90.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 11:03 AM

Yes please. And price for the biz seats also? Lower to the aa website price? Why did she quote me so high? This is going to make jeffrey ask me to start checking every price!?

Sent from my iPhone

On Sep 9, 2016, at 10:59 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]
Sent: 09/09/2016 10:59 AM

Arnaud Seigneur- LPKDUU
[REDACTED]
Robin Inglese- WIJWAC
Laurent Gosseaume- VNNULB

Tickets are issued.

147 is non refundable fare, I can re-issue thicketts.
OK?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:29 AM

Will do..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:28 AM

can you make sure the new flights have been ticketed as well- I was told they would be pushed through- thanks!

On Sep 9, 2016, at 10:18 AM, Natalia Molotkova
[REDACTED] wrote:

Sent: 09/09/2016 10:28 AM

thanks...

On Sep 9, 2016, at 10:18 AM, Natalia Molotkova
[REDACTED] wrote:

Sent: 09/09/2016 10:18 AM

Let me have a look..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:16 AM

Hi Natasha- mad dash this morning to add the connecting flight from Miami to STT for the 4 Paris designers- not sure why, but Jeffrey asked me to do this. Apparently some of the designers upgraded themselves at CDG this morning so they have new record locators (below)- my question to you is why are we paying \$806.90 for coach and \$1495.00 for Biz seats when the AA website has these flights at \$147 for coach and \$484 for biz? Why is Amex charging us so much to add this connecting flight to the itineraries? let me

know..thanks, Lesley

Arnaud Seigneur- L PKDUU
[REDACTED]

Robin Inglese- WIJWAC

Laurent Gosseume- VNNULB

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2015 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google Maps Terms of Use click here: (http://maps.google.com/help/terms_maps.html). For "Map Legal Notices" click here: (http://www.maps.google.com/help/legalnotices_maps.html). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126



Ref# 160910-000028

Sent: 09/09/2016 10:59 AM

Arnaud Seigneur- LPKDUU

[REDACTED]
Robin Inglese- WIJWAC
Laurent Gosseaume- VNNULB

Tickets are issued.

147 is non refundable fare, I can re-issue thicketts. OK?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:29 AM

Will do..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:28 AM

can you make sure the new flights have been ticketed as well I was told they would be pushed through thanks!

On Sep 9, 2016, at 10:18 AM, Natalia Molotkova <[REDACTED]> wrote:

Sent: 09/09/2016 10:28 AM

thanks...

On Sep 9, 2016, at 10:18 AM, Natalia Molotkova <[REDACTED]>
wrote:

Sent: 09/09/2016 10:18 AM

Let me have a look..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

Sent: 09/09/2016 10:16 AM

Hi Natasha mad dash this morning to add the connecting flight from Miami to STT for the 4 Paris designers not sure why, but Jeffrey asked me to do this. Apparently some of the designers upgraded themselves at CDG this morning so they have new record locators (below) my question to you is why are we paying \$806.90 for coach and \$1495.00 for Biz seats when the AA website has these flights at \$147 for coach and \$484 for biz? Why is Amex charging us so much to add this connecting flight to the itineraries? let me know..thanks, Lesley

Arnaud Seigneur- LPKDUU

[REDACTED]

Robin Inglese- WIJWAC

Laurent Gosseaume- VNNULB

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2015 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the

service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google Maps Terms of Use" click here:http://maps.google.com/help/terms_maps.html). For "Map Legal Notices" click here: http://www.maps.google.com/help/legalnotices_maps.html). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travelterms
California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126



Ref# 160910-000028