

**To:** [REDACTED]  
**From:** Natalia Molotkova  
**Sent:** Thur 9/8/2016 6:07:18 PM  
**Subject:** Can you purchase in advance for Extra Luggage? [Incid ent: 160909-000344]

Title: American Express ®

[REDACTED]  
Sent: 09/08/2016 02:07 PM

OK, let me know if you need help, I can stay with you on the phone while you are doing it.

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]  
[REDACTED]

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

Sent: 09/08/2016 02:00 PM

Ok great. And no I can do it. Will investigate shortly

Sent from my iPhone

On Sep 8, 2016, at 1:42 PM, Natalia Molotkova <[REDACTED]> wrote:

Sent: 09/08/2016 01:42 PM

It should give you options - to email boarding pass, text or print out at home or airport. Do you want me to check her in?

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]

[REDACTED]

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

Sent: 09/08/2016 01:39 PM

Ok means I would have to check her in though? Doesn't she need to be able to print her boarding pass? Or can I forward it to her? I've never done. You know I'll just call American. No worries!

Sent from my iPhone

On Sep 8, 2016, at 1:34 PM, Natalia Molotkova <[REDACTED]> wrote:

Sent: 09/08/2016 01:34 PM

I think you can do it online, when you are checking in ,  
it will give you option about extra bags.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

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

Sent: 09/08/2016 01:03 PM

Hi Natasha is it possible for you to call American Airlines and pay for 90kg (3 bags at 30kg each) worth of extra luggage for [REDACTED] [REDACTED] s flights on 9th and 11th? Rec. [REDACTED]. The 4 digits you need are 9049.

Please let me know if this is possible thanks!

[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](http://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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here: [http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms)  
California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126



Ref# 160909-000344