

**To:** [REDACTED]  
**From:** Natalia Molotkova  
**Sent:** Tue 7/19/2016 1:27:25 PM  
**Subject:** Cancel Trip for Renato (Rec. Loc#VMISKD) [Incident: 160 719-001868]

Title: American Express ® [REDACTED]

**To:** Lesley Groff  
**Subject:** Cancel Trip for Renato (Rec. Loc#VMISKD)  
**From:** Natalia Molotkova  
**Sent:** 07/19/2016 09:27 AM

It is outside 24 business hours already, can't void the ticket. Will be credit under his name with Americans at \$327.76 (minus \$200 chnage fee), valid till July 15 2017.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)

(877) 877-0987

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

**From:** Natalia Molotkova  
**Sent:** 07/19/2016 09:25 AM

Canceling..

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)

(877) 877-0987

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

  
Sent: 07/19/2016 07:45 AM

Hi Natasha Jeffrey asks that I delay Renato's trip until further notice please cancel the ticket let me know how much money we have to use the next time we book probably not much!

Thanks

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Ref# 160719-001868

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