

**To:** Amex Centurian Travel [REDACTED]  
**From:** [REDACTED]  
**Sent:** Mon 7/18/2016 6:40:48 PM  
**Subject:** Re: Ticket for Joscha Bach [Incident: 16071 8-000078]

ok

On Jul 18, 2016, at 2:36 PM, Natalia Molotkova <[REDACTED]> wrote:

**To:** [REDACTED]  
**Subject:** Ticket for Joscha Bach  
**From:** Natalia Molotkova

**Sent:** 07/18/2016 02:36 PM

Ok, non refundable coach with 200 change fee

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

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

**From:** [REDACTED]  
**Sent:** 07/18/2016 02:24 PM

sorry...got it...YES issue United instead at 3:10  
no need to purchase extra leg room

On Jul 18, 2016, at 2:19 PM, Natalia Molotkova <[REDACTED]>

**From:** Natalia Molotkova  
**Sent:** 07/18/2016 02:19 PM

No, I can issue ticket without seat. We must purchase ticket in o

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

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

**From:** [REDACTED]  
**Sent:** 07/18/2016 02:18 PM

we must purchase the seat in order to take the flight? then go ahead and purchase.

On Jul 18, 2016, at 2:15 PM, Natalia Molotkova [REDACTED]

**From:** Natalia Molotkova  
**Sent:** 07/18/2016 02:15 PM

So, issuing United instead?

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

**From:** [REDACTED]  
**Sent:** 07/18/2016 02:15 PM

ok...i will let Joscha handle the seating again..

On Jul 18, 2016, at 1:54 PM, Natalia Molotkova <[REDACTED]>

**From:** Natalia Molotkova  
**Sent:** 07/18/2016 01:54 PM

Yes, first leg seat will be 47.00-53.00USD, second leg - 5

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

**From:** [REDACTED]  
**Sent:** 07/18/2016 01:51 PM

do the later flight...for extra wiggle room... 3:10p  
thanks

On Jul 18, 2016, at 1:43 PM, Natalia Molotkova <[REDACTED]>

**From:** Natalia Molotkova  
**Sent:** 07/18/2016 01:46 PM

Let me know what to book..

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

**From:** [REDACTED]  
**Sent:** 07/18/2016 01:45 PM

thanks so much

On Jul 18, 2016, at 1:40 PM, Natalia Molotkova <[REDACTED]>

**From:** Natalia Molotkova  
**Sent:** 07/18/2016 01:43 PM

We can do the following:

1 DL 1365 22AUG YYC MSP 0245  
1 DL 868 22AUG MSP BOS 0800

TOTAL FARE - USD 323.01

1 UA 3694 22AUG YYC ORD 0310  
OPERATED BY /SHUTTLE AMERICA DBA UNIT  
1 UA 670 22AUG ORD BOS 090

TOTAL FARE - USD 312.94

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager



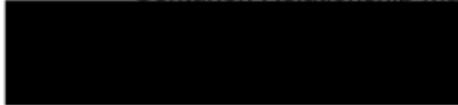
Hours: Monday through Friday 9:00am to 5:30pm

**From:** Natalia Molotkova  
**Sent:** 07/18/2016 01:40 PM

Sure, I am on it..

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager



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

**From:** [Redacted]  
**Sent:** 07/18/2016 01:03 PM

Natasha...Joscha sent me the below...can we change the  
Thank you for the itinerary!  
I will need to get to Calgary by bus from the conference venue, and it will be difficult to get there in the ea  
afternoon on the 22nd, preferably after 2:30pm

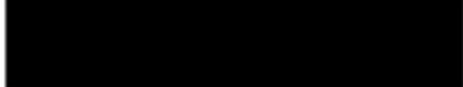
On Jul 18, 2016, at 12:22 PM, Natalia Molotkova <[Redacted]>



**From:** Natalia Molotkova  
**Sent:** 07/18/2016 12:22 PM

Sounds good!!  
Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager



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

**From:** [Redacted]  
**Sent:** 07/18/2016 12:09 PM

I'll let him take care of his seats! thanks!

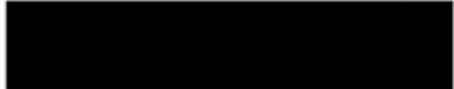
On Jul 18, 2016, at 11:06 AM, Natalia Molotkova [Redacted]

**From:** Natalia Molotkova  
**Sent:** 07/18/2016 11:06 AM

To pre-assign seats on all flights will be fee, or he can do it at t

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager



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

**From:** Natalia Molotkova  
**Sent:** 07/18/2016 11:02 AM

Lufthansa/Condor ticket is non refundable coach with E  
cancellation, no future cred

West Jet is non refundable coach with \$

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager



[REDACTED]

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

**From:** [REDACTED]  
**Sent:** 07/18/2016 10:30 AM

Ok. Sounds good. Please book.

Sent from my iPhone

On Jul 18, 2016, at 9:36 AM, Natalia Molotkova <[REDACTED]>

**To:** [REDACTED]  
**Subject:** Ticket for Joscha Bach  
**From:** Natalia Molotkova  
**Sent:** 07/18/2016 09:36 AM

We can do for the flight from Berlin the following

1 LH 177 17AUG TXL FRA 0845A 095  
1 DE 2438 17AUG FRA YYC 1130A 011

TOTAL FARE - USD 807.40

To Boston - West Jet

1 WS 656 22AUG YYC YYZ 0700A 124  
1 WS 3604 22AUG YYZ BOS 0205P 034  
OPERATED BY WESTJET ENCORE

TOTAL FARE - USD 279.34

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]

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

**From:** Natalia Molotkova

**Sent:** 07/18/2016 09:28 AM

Sorry, got call, almost done with your request..

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

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

**From:** [REDACTED]  
**Sent:** 07/18/2016 09:09 AM

?

Sent from my iPhone

On Jul 18, 2016, at 9:02 AM, Natalia Molotkova <[REDACTED]>

**From:** Natalia Molotkova  
**Sent:** 07/18/2016 09:02 AM

Morning, on it..

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

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

**From:** Administrator  
**Sent:** 07/17/2016 01:27 PM

Thank you for your email. I am currently out of the office.

**From:** [REDACTED]  
**Sent:** 07/17/2016 01:27 PM

Hi Natasha- can you please find round trip, coach ticket for Joscha  
(Boston) on 8/22/2016 arriving afternoon as well around 2-4pm-

BER is Berlin I assume? He is German-

Joscha Bach  
born [REDACTED]

his passport is valid to [REDACTED]  
Citizenship and country [REDACTED]

If you could look in to this tomorrow morning (Monday July 18th)

Thanks, [REDACTED]

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Ref# 160718-000078

EFTA\_R1\_00583610  
EFTA02047929

**From:** Natalia Molotkova  
**Sent:** 07/18/2016 09:36 AM

We can do for the flight from Berlin the following - best fare on the market

1 LH 177 17AUG TXL FRA 0845  
1 DE 2438 17AUG FRA YYC 1130

TOTAL FARE - USD 807.40

To Boston - West Jet

1 WS 656 22AUG YYC YYZ 0700  
1 WS 3604 22AUG YYZ BOS 0205  
OPERATED BY WESTJET ENCORE

TOTAL FARE - USD 279.34

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager



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

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Centurion Relationship Manager



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**Sent:** 07/18/2016 09:09 AM

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Sent from my iPhone

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**Sent:** 07/18/2016 09:02 AM

Morning, on it..

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

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8/22/2016 arriving afternoon as well around 2-4pm

BER is Berlin I assume? He is German...

Joscha Bach  
born [REDACTED]

his passport is valid to [REDACTED]  
Citizenship and country of birth is [REDACTED]

If you could look in to this tomorrow morning (Monday)

Thanks, [REDACTED]

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