

**To:** Amex Centurian Travel[REDACTED]  
**From:** [REDACTED]  
**Sent:** Tue 6/21/2016 2:28:45 PM  
**Subject:** Re: Change ticket to July 9 or 10? BACH/JOSCHA 14 JUL16 JXCWDW [Incident: 160620-001530]

i did..got all taken care of . Thanks.  
Hope all is well..

On Jun 21, 2016, at 10:26 AM, Natalia Molotkova  
[REDACTED] wrote:

**To:** [REDACTED]  
**Subject:** Change ticket to July 9 or 10? BACH/JOSCHA 14JUL16 JXCWDW  
**From:** Natalia Molotkova  
**Sent:** 06/21/2016 10:26 AM

Sorry, [REDACTED], was off on Monday - family matter. Did you call?

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

**From:** Administrator  
**Sent:** 06/20/2016 09:30 AM

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

**From:** [REDACTED]  
**Sent:** 06/20/2016 09:30 AM

Hi Natasha..I am being asked to change the ticket to depart July 9th ...if not the 9th then July 10th...poss

>>

>>

>> Sent from my iPhone

>>

>> Begin forwarded message:

>>

>>> From: "American Express Travel" <[itinerary@myamextravel.com](mailto:itinerary@myamextravel.com)>

>>> Date: December 21, 2015 at 7:21:53 AM EST

>>> [REDACTED]

>>> Subject: SCHEDULE CHANGE Itinerary INCL TICKETNO for BACH/JOSCHA 14J

>>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot have any questions, please contact the Travel Services office number located on the

>>> IMPORTANT SCHEDULE CHANGE NOTICE! REFER TO ITINERARY

>>> If airline tickets are purchased for this itinerary:  
>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting

>>> <https://myamextravel.com/baggage>

>>> You are receiving this email notification to advise:

>>> Your travel arrangements are outlined below in this email, in the attached PDF and have been  
>>> Please click on the link to view your trip details and add link to your bookmarked favorites for

>>> <http://myamextravel.com/Itinerary?RLOC=JXCWDW&SURNAME=BACH&UTI>

>>> Travel Arrangements for  
>>> BACH/JOSCHA  
>>> BACH/MIRA MARIA  
>>> BACH/TAIYO ANATOL  
>>> BACH/AINO ZORA

>>> E-Ticket Number(s)

>>> BACH/J Ticket LH 2207666784227-22JUL  
>>> BACH/M Ticket LH 2207666784228-22JUL  
>>> BACH/T Ticket LH 2207666784229-22JUL  
>>> BACH/A Ticket LH 2207666784230-22JUL

>>> Thursday 14 Jul 16

>>> Flight Information

>>> Date 14 Jul 2016

>>> Airline Lufthansa

>>> Airline Record Locator YF9RP8

>>> Flight/Class LH423 L Economy Class

>>> Origin Boston, Logan International

>>> Destination Frankfurt, Frankfurt International

>>> Departing 05:00 PM

>>> Arriving 05:55 AM / 15 Jul 2016

>>> Departure Terminal Terminal E

>>> Arrival Terminal Terminal 1

>>> Estimated Time 6 Hrs 55 Mins

>>> Stops Non-stop

>>> Seats Unassigned

>>> Confirmed  
>>> Friday 15 Jul 16  
>>> Flight Information  
>>>  
>>> Date 15 Jul 2016  
>>> Airline Lufthansa  
>>> Airline Record Locator YF9RP8  
>>> Flight/Class LH174 L Economy Class  
>>> Origin Frankfurt, Frankfurt International  
>>> Destination Berlin, Berlin-Tegel / Otto Lilienthal  
>>> Departing 07:45 AM  
>>> Arriving 08:55 AM  
>>> Departure Terminal Terminal 1  
>>> Estimated Time 1 Hr 10 Mins  
>>> Stops Non-stop  
>>> Seats Unassigned  
>>> Confirmed  
>>>

>>> You may receive customer service emails even if you have requested not to receive email marketing.  
>>> For details about our email practices, please review the American Express Privacy Statement at <http://>

>>> See attached itinerary PDF or link for full terms and conditions.

>>> PDF itinerary attachment:

>>> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website for free software.

>>> <http://www.adobe.com/products/acrobat/readstep.html>

>>> Thank you for choosing American Express Travel and have a pleasant trip.

>>> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort fees, are assessed to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel regarding the existence and amount of such charges.

>>> Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiary, and other companies (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for injury or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, epidemics, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party actions, or any cause beyond the control of Amex.

>>> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your needs based on various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as a travel agent and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives to achieve other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also pay us for various marketing and administrative services that we perform for them, such as granting them access to our website for participating in marketing programs and supporting technology initiatives. In addition, we receive compensation for the use of the American Express Card or other American Express products to pay for supplier products and services. We may also enter into other business relationships with suppliers and these arrangements, including levels and types of compensation, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including your needs and your preferences. The relationships we have with suppliers may also influence the suppliers we identify to you.

>>>  
>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Reg  
Iowa: TA# 669 Registered Iowa Travel Agency.  
>>>  
>>>  
>> <BACH\_JOSCHA-JXCWDW.pdf>  
>

[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](#)

© 2015 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). The Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company recommends that you carefully consider each service provider before choosing to use that provider. Service providers are not employees of American Express or American Express Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. By utilizing a service provider, you acknowledge that Concierge Company and/or American Express are in no way responsible for the actions of the service provider, 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) shall be against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for any claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change without notice.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and 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)) 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.

American Express performs on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees for travel planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent 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 may pursue other targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [www.americanexpress.com](#)  
CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref# 160620-001530