

**To:** [REDACTED]  
**From:** Centurion Support  
**Sent:** Wed 6/8/2016 6:03:55 PM  
**Subject:** ARM- Seats with Virgin Atlantic [Incident: 160609-00030 2]

Title: American Express ® [REDACTED]

**To:** Lesley Groff  
**Subject:** ARM- Seats with Virgin Atlantic  
**From:** Centurion Support  
**Sent:** 06/08/2016 02:03 PM

Hi Lesley,  
Great , I look forward to assisting you again .

Maria Hodges  
From Centurion Support on behalf of your Relationship Manager

**From:** Lesley Groff  
**Sent:** 06/08/2016 02:00 PM

Hi Maria and thank you so much for letting me know. As the date approaches for her trip I will circle back to this. I know once you purchase the seat it is non refundable. I want to make sure she will actually make the trip! thanks Lesley

On Jun 8, 2016, at 1:28 PM, Centurion Support [REDACTED] wrote:

**From:** Centurion Support  
**Sent:** 06/08/2016 01:28 PM

Dear Lesley,  
I want to let you know , I was not able to confirm the seats for [REDACTED] [REDACTED] from London to Newark and back. You have the option to purchase the seats before check in for an additional 40USD each or extended leg room seats for 65USD each.  
Would you like to buy her seats or wait until she checks in to assign seats ? If you want me to buy them for you , please provide me with the 4 digit # on the card holders card.

I look forward to hearing from you today.

Kind Regards,

Maria Hodges.

From Centurion Support on behalf of your Relationship Manager

[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# 160609-000302