

**To:** Amex Centurian Travel [REDACTED]  
**From:** [REDACTED]  
**Sent:** Tue 4/26/2016 2:48:37 PM  
**Subject:** Re: Change Return Date for [REDACTED] Renato trip! [Incident: 160426-000325]

do you have a phone number for the place I am sending these vouchers to? this fed ex form requests a phone number...

On Apr 26, 2016, at 10:43 AM, Natalia Molotkova  
[REDACTED] wrote:

**To:** [REDACTED]  
**Subject:** Change Return Date for [REDACTED] Renato trip!  
**From:** Natalia Molotkova

**Sent:** 04/26/2016 10:43 AM

Nothing, will document the record and once Ticketing received your mail (over night exchange).

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]

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

**From:** [REDACTED]  
**Sent:** 04/26/2016 10:42 AM

Hi Natasha...I am Fed Exing the vouchers today...what else do I need to include with the vouchers so it is u the new ticket being purchased?

On Apr 25, 2016, at 2:41 PM, Natalia Molotkova <[REDACTED]>

**From:** [REDACTED]  
**Sent:** 04/25/2016 02:57 PM

awesome. thanks

On Apr 25, 2016, at 2:55 PM, Natalia Molotkova <[REDACTED]>

**From:** Natalia Molotkova  
**Sent:** 04/25/2016 02:55 PM

Same, 145pm departure but on May 1st. Emailed itinerary.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

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

**From:** [REDACTED]  
**Sent:** 04/25/2016 02:54 PM

ok perfect...can you tell me what flight we are holding ?

On Apr 25, 2016, at 2:53 PM, Natalia Molotkova <[REDACTED]>

**From:** Natalia Molotkova  
**Sent:** 04/25/2016 02:53 PM

Should be fine, flights on hold till April 28.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

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

**From:** [REDACTED]  
**Sent:** 04/25/2016 02:45 PM

ok, can I overnight them tomorrow ? they are at my house and I am in the city today! Maybe we need

On Apr 25, 2016, at 2:41 PM, Natalia Molotkova <[REDACTED]>

**From:** Natalia Molotkova  
**Sent:** 04/25/2016 02:41 PM

You need to overnight them to

TLS - Distribution  
MC 08-03-60  
2401 W. Behrend Dr Suite 55  
Phoenix, AZ 85027

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager



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

**From:** [Redacted]  
**Sent:** 04/25/2016 02:36 PM

you're so good. thanks for checking on it! Sounds good to me..what do I need to do v

On Apr 25, 2016, at 2:34 PM, Natalia Molotkova <[Redacted]>

**From:** Natalia Molotkova  
**Sent:** 04/25/2016 02:34 PM

It is cheaper, actually, to book 2 one way tickets and use the voucher, then

If we change return flight on existing one, additional collection will be 250

If we do new one way ticket, it will be only \$177.36 per person and we can

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]

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

**From:** [REDACTED]  
**Sent:** 04/25/2016 02:27 PM

ok totally fine..just thought i would ask...let me know what is available on sund

On Apr 25, 2016, at 2:18 PM, Natalia Molotkova <[REDACTED]>

**From:** Natalia Molotkova  
**Sent:** 04/25/2016 02:18 PM

No, we can't use vouchers on already exchanged ticket. Only new one. Let me h

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]

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

**From:** [REDACTED]  
**Sent:** 04/25/2016 02:15 PM

Jeffrey would like [REDACTED] and Renato to stay on STT throughout the weekend...come back on Sunday...can  
Sunday May 1st direct to Miami...midday...

I have the vouchers you sent me for \$70 each...should we use those no

Thanks [REDACTED]

[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# 160426-000325