

To: [REDACTED]
From: Natalia Molotkova
Sent: Tue 5/3/2016 2:18:14 PM
Subject: [REDACTED]! change to BIZ and return to 15th! [Incident: 1 60503-000638]

Title: American Express ® [REDACTED]

To: Lesley Groff
Subject: [REDACTED] change to BIZ and return to 15th!
From: Natalia Molotkova
Sent: 05/03/2016 10:18 AM

I voided original coach tickets. So no charge on the card for the fare. I had to request refund fro seats (136.00USD) manually. Usually fee fro seats non refundable, but we did it within 24 hours, they should refund it.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

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

From: [REDACTED]
Sent: 05/03/2016 09:57 AM

Yes ok to change! Thx

Sent from my iPhone

On May 3, 2016, at 9:52 AM, Natalia Molotkova [REDACTED] > wrote:

From: Natalia Molotkova
Sent: 05/03/2016 09:52 AM

New round trip will be

1	AA	196	10MAY	JFK	STT	0829A	1230P
2	AA	196	15MAY	STT	JFK	0140P	0604P

1ADT 861.76
TOTAL FARE - USD 1723.52 PRIVATE ✂

Much lower fare, non refundable YUP, business class.

First row seats will be on the outbound, return, only lat
row. Ok to change?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

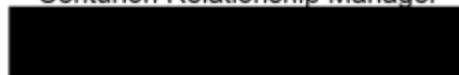


Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 05/03/2016 09:38 AM

OK, on it...

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



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

From: [REDACTED]
Sent: 05/03/2016 09:33 AM

Thx

Sent from my iPhone

On May 3, 2016, at 9:24 AM, Natalia Molotkova <[REDACTED]> wrote:

From: [REDACTED]
Sent: 05/03/2016 09:33 AM

This is for both [REDACTED] and her boyfriend! Both get biz seats round trip thx

Sent from my iPhone

On May 3, 2016, at 9:24 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 05/03/2016 09:24 AM

OK, let me have a look...

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

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

From: [REDACTED]
Sent: 05/02/2016 06:54 PM

Hi Natasha Jeffrey wants to change [REDACTED]'s ticket to Biz class round trip FIRST row if possible! Also, he wants them to return on the 15th not the 16th

Can you make these changes for me when you arrive work tomorrow (or today if you are reading on May 3rd!)

Thanks [REDACTED]

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