

To: [REDACTED]
From: Natalia Molotkova
Sent: Tue 4/26/2016 3:09:29 PM
Subject: Change Return Date for [REDACTED]/Renato trip! [Incident: 160426-000325]

Title: American Express ®

To: [REDACTED]
Subject: Change Return Date for [REDACTED]/Renato trip!
From: Natalia Molotkova
Sent: 04/26/2016 11:09 AM

Yes, phone number is 800-628-2987

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
(877) 677-6337
Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 04/26/2016 10:51 AM

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:

From: [REDACTED]
Sent: 04/26/2016 10:48 AM

ok super I am fed exing for delivery tomorrow. overnight

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

From: Natalia Molotkova
Sent: 04/26/2016 10:43 AM

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

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager



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 understood what we are doing? copy of the new ticket being purchased?

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

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

awesome. thanks

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

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]>
wrote:

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 to wait and do all tomorrow then?

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

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 with the vouchers?

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

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 to do exchange.

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

ticket

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

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager



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 sunday for them

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

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 have a look...

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



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 we get them a new flight back to PB on Sunday May 1st direct to Miami midday...

I have the vouchers you sent me for \$70 each should we use those now?

Thanks, [REDACTED]

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