

To: Natalia Molotkova [REDACTED]
From: Lesley Groff
Sent: Fri 3/25/2016 10:36:03 PM
Subject: Re: [REDACTED] [Incident: [REDACTED]]

Perfect! Thx

Sent from my iPhone

On Mar 25, 2016, at 5:47 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

To: Lesley Groff
Subject: [REDACTED]
From: Natalia Molotkova
Sent: 03/25/2016 05:47 PM

I got her exit row seats at no fee.
Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

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

From: Natalia Molotkova
Sent: 03/25/2016 05:42 PM

29.00USD, should I get it? If yes, may I have CID number, please?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

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

From: Lesley Groff
Sent: 03/25/2016 04:54 PM

how much is seat !? I think we should get her a seat...

On Mar 25, 2016, at 4:02 PM, Natalia Molotkova
<[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 03/25/2016 04:02 PM

OK, will add a remark about credit with Jet Blue and re-send itinerary only with Delta. Did support agent tell you that seat is under the airport control with Delta? Or for fee to pre-assign now?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

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

From: Lesley Groff
Sent: 03/25/2016 04:00 PM

Hi Natasha! I only need the Delta ticket the Jet Blue we don't need. I guess (like you said) we can use the value another time (even though it will not be much value!)
Thanks!

On Mar 25, 2016, at 3:58 PM, Natalia Molotkova
<[REDACTED]> wrote:

From: Natalia Molotkova

Sent: 03/25/2016 03:58 PM

Lesley, hello!!

I am not sure why I missed your call, may be I was at lunch. I saw you called and booked Delta flight, but Jet Blue flight is still in the record. Did you ask to keep Jet Blue for now? Jet blue ticket can be used for the future trip, value of the ticket is \$201.10, change fee is 135.00.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

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

[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.

© 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). For "Map Legal Notices" click here: (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 California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref# [REDACTED]