

To: [REDACTED]  
From: Natalia Molotkova  
Sent: Tue 2/23/2016 3:13:17 PM  
Subject: Flight for [REDACTED] [Email Ref: [REDACTED]]

←===== TO ENSURE YOUR MESSAGE IS DELIVERED IN ITS ENTIRETY, PLEASE DO NOT REPLY BELOW THIS LINE  
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**Response (Natalia Molotkova) 02/23/2016 10:13 AM**

To upgrade with miles, upgrade has to be available and fare should be also upgradable. I spoke to Delta. upgrade is not available, still switch to upgradable fare?

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

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

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**Customer ([REDACTED]) 02/23/2016 09:42 AM**

Ok do it. Sent from my iPhone

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**Customer ([REDACTED]) 02/23/2016 09:42 AM**

She can't just upgrade with miles? Sent from my iPhone

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**Response (Natalia Molotkova) 02/23/2016 09:36 AM**

Upgradable coach will be 208.10. Regards, Natalia (Natasha) Molotkova Centurion Relationship Manager [REDACTED] [REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

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**Response (Natalia Molotkova) 02/23/2016 09:34 AM**

OK, I didn't book upgradable coach. Do you want me to price upgradable coach? Regards, Natalia (Natasha) Molotkova Centurion Relationship Manager

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

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**Customer ([REDACTED]) 02/23/2016 09:33 AM**

I think she plans to upgrade with her miles so no worries. Thanks Sent from my iPhone

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**Response (Natalia Molotkova) 02/23/2016 09:18 AM**

It is non refundable coach, in case of cancellation or change - no value. I could pre-

assign only middle seat, other seats for extra fee.

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]

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

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**Customer ( [REDACTED] ) 02/23/2016 09:15 AM**

Super. Purchase it please! Sent from my iPhone

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**Response (Natalia Molotkova) 02/23/2016 09:10 AM**

DL 1923 03MAR LGA MIA 0100P 0426P TOTAL FARE - USD 103.10 Regards, Natalia (Natasha) Molotkova Centurion Relationship Manager [REDACTED]

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

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**Customer ( [REDACTED] ) 02/23/2016 09:06 AM**

Thx Sent from my iPhone

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**Response (Natalia Molotkova) 02/23/2016 09:03 AM**

Ok, got it, checking... Regards, Natalia (Natasha) Molotkova Centurion Relationship Manager

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

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**Response (Administrator) 02/23/2016 07:39 AM**

I am currently out of the office with no access to voicemail or email. My normal office hours are 9am to 5:30pm EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate or email [centurionsupport@centurion.com](mailto:centurionsupport@centurion.com). Have a wonderful day! Best regards, Natalia Molotkova

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**Customer ( [REDACTED] ) 02/23/2016 07:39 AM**

Morning Natasha...we need to purchase a one way, coach ticket on Delta (preferably) for March 3 in the afternoon around 1-3pm for [REDACTED], birthday [REDACTED] from NY(any airport) to Miami. Her Delta frequent flier [REDACTED]. Please let me know options and price tag! thanks, Lesley

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