

To: Natalia Molotkova[REDACTED]  
From: [REDACTED]  
Sent: Tue 2/9/2016 7:52:03 PM  
Subject: Re: Ticket for [REDACTED] [Email Ref: 160210-000403]

Yes!! Perfect. I got the ticket! Thank you!!

Sent from my iPhone

On Feb 9, 2016, at 2:36 PM, Natalia Molotkova <[REDACTED]> wrote:

←===== TO ENSURE YOUR MESSAGE IS DELIVERED IN ITS ENTIRETY, PLEASE DO NOT REPLY BELOW  
THIS LINE =====>

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

1 AA 2421 11FEB STT MIA 0615P 0819P 1 AA 2498 11FEB MIA IAH 0954P  
1158P TOTAL FARE - USD 429.36 Non refundabel coach with \$200 change fee. OK  
to issue? Regards, Natalia Molotkova Centurion Relationship Manager  
[REDACTED] Hours: Monday through Friday  
9:00am to 5:30pm EST

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

No. Needs to be later. Sent you a flight departing around 6:15 Sent from my iPhone

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**Response (Natalia Molotkova) 02/09/2016 02:19 PM**

The one I am holding, at 2:16pm? Regards, Natalia Molotkova Centurion Relationship  
Manager [REDACTED] Hours: Monday through  
Friday 9:00am to 5:30pm EST

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

Glad I asked. Jeffrey wants [REDACTED] on this flight! Please book. Thanks Sent from my  
iPhone Sent from my iPhone ===== image File Attachment  
===== IMG\_0802.PNG, 429630 bytes, Added to incident

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Ref#160210-000403

<IMG\_0802.PNG>