

To: Natalia Molotkova [REDACTED]
From: [REDACTED]
Sent: Tue 2/2/2016 3:02:13 PM
Subject: Re: premium economy on Norwegian Air? 3 Bags on plane for [REDACTED] [Email Ref: 160202-001977]

Ok. So you are still on hold to find out fee for one bag as well as the amount to upgrade to premium economy which yesterday was like \$900 more. Ok. Let me know once answers confirmed. Thx

Sent from my iPhone

On Feb 2, 2016, at 9:58 AM, Natalia Molotkova [REDACTED] wrote:

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

Response (Natalia Molotkova) 02/02/2016 09:58 AM

This airline is unique, what we see on our end as business, is actually premium economy cabin with more recline. It was a huge difference in fare yesterday, like 900.00USD with change fee. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Response (Natalia Molotkova) 02/02/2016 09:52 AM

All about bags http://www.norwegian.com/us/booking/booking-information/optional-charges/#Baggage_allowances On hold with them to ask about premium economy. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Response (Natalia Molotkova) 02/02/2016 09:49 AM

http://norwegian-us.custhelp.com/app/answers/detail/a_id/2011 Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Customer [REDACTED] 02/02/2016 09:45 AM

I am being asked about this... Did you find anything out yet? Sent from my iPhone

Customer [REDACTED] 02/02/2016 09:18 AM

Thx Sent from my iPhone

Response (Natalia Molotkova) 02/02/2016 09:06 AM

Got it, checking.. Regards, Natalia Molotkova Centurion Relationship Manager

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

Response (Administrator) 02/02/2016 07:06 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

[REDACTED] Have a wonderful day! Best regards, Natalia Molotkova

Cus [REDACTED] 02/02/2016 07:06 AM

HI Natasha...is there premium economy on Norwegian Air? If so, can you tell me if available and how much? Also, [REDACTED] has 3 bags with her..she will need to check 2 and carry on one on plane...can you see if we need to pay for it...and we will need to do so...thanks! (I know you are in at 9am...no worries) [REDACTED]

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