

To: lesley.jee@gmail.com [REDACTED]
From: Natalia Molotkova
Sent: Thur 1/21/2016 3:47:03 PM
Subject: More thoughts on [REDACTED] tickets [Email Ref: 160122-000015]

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

Response (Natalia Molotkova) 01/21/2016 10:47 AM

Never mind, holding flight on the 4th, but fare today is \$331.50. If you decided to issue today, will get you difference in fare back.

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]
(617) 617-6567

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

Response (Natalia Molotkova) 01/21/2016 10:43 AM

Lesley, will you please give me any name, whose flights were just on hold and were auto-cancelled? Recently? Regards, Natalia Molotkova Centurion Relationship Manager

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

Response (Natalia Molotkova) 01/21/2016 10:38 AM

System is still down and I am leaving at 1pm, so will be using my ingenuity.

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

Customer ([REDACTED]) 01/21/2016 10:18 AM

Sounds good Sent from my iPhone

Response (Natalia Molotkova) 01/21/2016 10:01 AM

Ok, once system is back... Regards, Natalia Molotkova Centurion Relationship Manager

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

Customer ([REDACTED]) 01/21/2016 10:00 AM

Ok so at the moment it is better to buy that one way Norwegian shuttle. Please put that flight

on hold and the round trip Rome/NY on any day for return but before the 4th. Maybe 1st?
Also out on an itinerary the fake flight from Rome to London on 28th around 10:35am!! Thank
you!! Sent from my iPhone

Response (Natalia Molotkova) 01/21/2016 09:54 AM

For round trip Rome-New York-Rome, doesn't matter what day I put on
the return, round trip fare is \$538.16, non refundable coach and changes
are not permitted.

Lowest coach fare round trip NY- London-NY is Virgin Atlantic -
\$722.56.

VS 10 04FEB JFK LHR 930P 930A 05FEB

VS 25 14FEB LHR JFK 805P 1105P

Regards,

Natalia Molotkova

Centurion Relationship Manager
[REDACTED]

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

Response (Administrator) 01/21/2016 08:36 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

Customer ([REDACTED]) 01/21/2016 08:36 AM

Thx Sent from my iPhone

Response (Natalia Molotkova) 01/21/2016 08:30 AM

OK..... Regards, Natalia Molotkova Centurion Relationship Manager

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

Customer ([REDACTED]) 01/21/2016 08:21 AM

Jeffrey would like to look at 2 round trip tickets for [REDACTED]. One ticket should be she
departs Rome on 28th on that 10:35 am flight to NY then reruns on any miscellaneous day
that is cheap. Then also purchase a round trip ticket for her NY to London departing few 4
after 8pm arriving London on 5th and then returning to NY on any miscellaneous day that is
cheap. Let me know! Thx Sent from my iPhone

Response (Administrator) 01/21/2016 08:21 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]@americanexpress.com. Have a wonderful day! Best regards, Natalia Molotkova

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Ref#160122-000015