

To: [REDACTED]
From: Natalia Molotkova
Sent: Thur 1/14/2016 4:58:06 PM
Subject: Can you change a ticket purchased by someone else? [Email Ref: 160115-000233]

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

Response (Natalia Molotkova) 01/14/2016 11:58 AM

No, I don't have access to reservations, if they were not booked by American Express Consumer Travel, call Delta directly or agency, who booked it. Sorry!!!

Regards,

Natalia Molotkova

Centurion Relationship Manager

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

Customer [REDACTED] 01/14/2016 11:54 AM

Hi Natasha...Can you change a ticket that was purchased by someone else? Eric Krempp Delta Confirm # H9DW5U He is to depart tomorrow on Delta 2547 out of JFK at 9:34 arrive Washington at 10:59pm...he now needs to depart Sat. Jan. 16th...a 9:30am-ish flight would be great. Jeffrey will pay for the changes...fee and price difference if any...

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