

To: Amex Centurian Travel [REDACTED]
From: [REDACTED]
Sent: Fri 1/15/2016 2:39:38 PM
Subject: Re: Mandarin Marrakech Credit? [Email Ref: 160105-000345]

thanks...

On Jan 15, 2016, at 8:49 AM, Natalia Molotkova <[REDACTED]> wrote:

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

Response (Natalia Molotkova) 01/15/2016 08:49 AM

Asking them... Regards, Natalia Molotkova Centurion Relationship
Manager [REDACTED] Hours: Monday through
Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 01/14/2016 06:27 PM

Hi Natasha and thank you for asking on this. I think his plans have changed and he
won't go this month after all. Did the hotel say we had to use the credit within a
certain time frame? Sent from my iPhone

Response (Administrator) 01/14/2016 06:27 PM

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

Response (Natalia Molotkova) 01/14/2016 05:28 PM

[REDACTED] by any chance, is Mr. Epstein planning to go to the hotel to use 100% of
money? Or should I try to get at least like 50% back? Regards, Natalia Molotkova
Centurion Relationship Manager [REDACTED]
Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 01/04/2016 02:30 PM

Ok, I will let Jeffrey know...thanks

Response (Natalia Molotkova) 01/04/2016 02:23 PM

[REDACTED], respond from the hotel:

I am pleased to inform you that we could exceptionally use the
100% cancellation fee as a credit under the conditions that he
stays for a minimum stay of 3 nights in the Oriental Pool Villa.
Please advise.

Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Customer [REDACTED] **01/04/2016 01:33 PM**
OK! thanks

Response [REDACTED] **01/04/2016 01:29 PM**
Let me reach out to them again, will be back shortly...I think they want to cooperate, due to they value Mr. Epstein. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Customer [REDACTED] **01/04/2016 01:24 PM**
Hi Natasha and Happy New Year! I had quite a few things going on over the weekend...Kathy helped me tremendously! I am following up to see if we were able to get a credit to use toward a future stay at the Mandarin in Marrakech...I ask because I don't want it to slip through and Jeffrey is claiming he will go to Marrakech around Jan. 23rd... Let me know! thanks, Lesley

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