

To: [REDACTED]
From: Natalia Molotkova
Sent: Tue 1/19/2016 4:21:35 PM
Subject: [REDACTED] ticket... [Email Ref: 160120-000006]

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

Response (Natalia Molotkova) 01/19/2016 11:21 AM

Does it give you class of service - like letter H or K or something else? Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED]

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

Customer [REDACTED] 01/19/2016 11:18 AM

I found...I guess not in your system?:

Depart on Jan. 28th via Alitalia #608. Return Feb. 4th via Delta#1041 (operated by Alitalia). Total \$540.00

Delta

10:35a

FCO

2:45p

JFK

10h 10m

nonstop

10:20p

JFK

12:35p

FCO

8h 15m

nonstop

Economy

[Show details](#)

Response (Natalia Molotkova) 01/19/2016 10:34 AM

Lowest fare on the market - just to compare: 1 IB 3239 28JAN FCO MAD 0750A 1020A 1

IB 6251 28JAN MAD JFK 1245P 0320P 2 IB 4620 04FEB JFK LHR 1110P 1100A

OPERATED BY BRITISH AIRWAYS P.L.C. TOTAL FARE - USD 471.16 Regards,

Natalia Molotkova Centurion Relationship Manager [REDACTED]

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

Response (Natalia Molotkova) 01/19/2016 10:33 AM

No, same. Regards, Natalia Molotkova Centurion Relationship Manager

[REDACTED] natalia.molotkova@centurion.com (877) 877-9987 Hours: Monday through Friday 9:00am to

5:30pm EST

Customer [REDACTED] **01/19/2016 10:12 AM**

There is a delta flight at 10:20pm Costs less? Sent from my iPhone

Response (Natalia Molotkova) 01/19/2016 10:03 AM

We can do the following on Delta stock - restricted coach
1 DL 1044 28JAN FCO JFK 1035A 0245P
OPERATED BY ALITALIA-COMPAGNIA AEREA ITALIANA S.P.A

2 DL 4407 04FEB Q EWR LHR 0910P 0900A
OPERATED BY VIRGIN ATLANTIC AIRWAYS LIMITED

TOTAL FARE - USD 1879.26

Regards,
Natalia Molotkova
Centurion Relationship Manager
natalia.molotkova@centurion.com
[REDACTED]

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

Customer [REDACTED] **01/19/2016 09:33 AM**

Thx! Sent from my iPhone

Response [REDACTED] **01/19/2016 09:29 AM**

Morning, [REDACTED] Working on it.. Regards, [REDACTED] Centurion Relationship
Manager natalia.molotkova@centurion.com [REDACTED] Hours: Monday through Friday
9:00am to 5:30pm EST

Customer [REDACTED] **01/19/2016 08:12 AM**

Morning Natasha...can you please investigate a ticket now for [REDACTED] from Rome to NY
on morning of Jan. 28th and return from NY back LONDON after 8pm on Feb. 4th...Direct
best (let me know pricing) thanks, [REDACTED]

Response (Administrator) 01/19/2016 08:12 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 [REDACTED]

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.
© 2016 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot® and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here:

(http://maps.google.com/help/terms_maps.html). For "Map Legal Notices" click here:

(http://www.maps.google.com/help/legalnotices_maps.html). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travel/terms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref#160120-000006