

To: [REDACTED]
From: Natalia Molotkova
Sent: Tue 1/19/2016 4:25:52 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 11:25 AM

[REDACTED], you are pricing return to Rome, not London, that is why Regards, Natalia Molotkova
Centurion Relationship Manager [REDACTED] Hours:
Monday through Friday 9:00am to 5:30pm EST

Response (Natalia Molotkova) 01/19/2016 11:24 AM

Where did you find it? May I have a screen shot? I tried even manually - still getting same
higher fare. Regards, Natalia Molotkova Centurion Relationship Manager
[REDACTED] Hours: Monday through Friday 9:00am to
5:30pm EST

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] 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
[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 (Natalia Molotkova) 01/19/2016 09:29 AM

Morning, [REDACTED]!!! Working on it.. Regards, Natalia Molotkova Centurion Relationship
Manager [REDACTED] (877) 877-8887 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 c [REDACTED] Have a wonderful day! Best regards, Natalia Molotkova

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