

To: [REDACTED]  
From: Natalia Molotkova  
Sent: Thur 1/21/2016 12:44:35 PM  
Subject: Questions re tickets for [REDACTED] [Email Ref: 160121-000014]

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

---

**Response (Natalia Molotkova) 01/21/2016 07:44 AM**

Logged in early to see if system is back, not yet, they said should be fixed by 10am EST. I am on it...

Regards,  
Natalia Molotkova  
Centurion Relationship Manager

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

---

**Response (Administrator) 01/20/2016 05:45 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

---

**Customer ([REDACTED]) 01/20/2016 05:45 PM**

Ok thx Sent from my iPhone

---

**Response (Natalia Molotkova) 01/20/2016 05:21 PM**

[REDACTED] system is still down, will check tomorrow. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

---

**Response (Natalia Molotkova) 01/20/2016 11:11 AM**

[REDACTED] we have system outage with our reservation toll, we can't pull profiles, that means we can't create any new reservations. Should be fixed today, hopefully.

For January 28th we can do (when my system is working again)

BA 549 FCO LHR 1125A 110P

or

AZ 212 FCO LCY 900A 1025A

or

AZ 2032 FCO LIN 1100A 1210P

AZ 222 LIN LCY 245P 335P  
or  
AF 1205 FCO CDG 1015A 1225P  
AF 1780 CDG LHR 125P 145P

Regards,  
Natalia Molotkova  
Centurion Relationship Manager

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

---

**Customer** [REDACTED] **01/20/2016 10:48 AM**

fantastic! thanks

can you find a flight on Jan. 28th Rome/London (one way) to pair up around the same time as the 10:35 am flight we are holding on Delta for her?

---

**Response (Natalia Molotkova)** **01/20/2016 10:40 AM**

Ok, found Norwegian, reserving and emailing you confirmation. Regards, Natalia Molotkova  
Centurion Relationship Manager [REDACTED] Hours:  
Monday through Friday 9:00am to 5:30pm EST

---

**Response (Natalia Molotkova)** **01/20/2016 10:38 AM**

I should be able to get the same fare, checking... Regards, Natalia Molotkova Centurion  
Relationship Manager [REDACTED] Hours: Monday  
through Friday 9:00am to 5:30pm EST

---

**Customer** ([REDACTED]) **01/20/2016 10:36 AM**

Travelocity has the return flight on Feb. 4th on Norwegian Air Shuttle#7016 depart 10:30pm-arrive 10am Feb. 5th for \$281.99 one way...

and I may have seen the \$504 fare if she returned to Rome on the 5th...? but \$504 or \$538.36 ..not enough money to really worry about!

and good to know on the itinerary...let me know if you see the Norwegian Air Shuttle ...and I will talk to JE about this 'idea'

---

**Customer** [REDACTED] **01/20/2016 09:54 AM**

Ok. All good info. Let me get back to you Sent from my iPhone

**Response (Natalia Molotkova) 01/20/2016 09:49 AM**

Yes, we can cancel return after the departure. fare is non refundable, no refund.  
What return date you saw the fare of 504? I am getting \$538.36 (put return on the 4th)

Lowest one way fare on February 4th from NY to London is connection via Moscow

1 SU 101 04FEB JFK SVO 0225P 0720A  
1 SU 2574 05FEB SVO LHR 0830A 0945A

TOTAL FARE - USD 386.10

Lowest direct is

1 VS 46 04FEB JFK LHR 0800P 0750A

TOTAL FARE - USD 1003.90

So, probably better again do round trip reservation and cancel return after the departure

Lowest round trip for direct is with BA

1 BA 176 04FEB JFK LHR 0720P 0710A  
2 BA 117 15FEB LHR JFK 0820A 1115A

TOTAL FARE - USD 846.06

Yes, I can reserve flight fro January 28th and email you confirmation.

Regards,

Natalia Molotkova

Centurion Relationship Manager

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

---

**Customer [REDACTED] 01/20/2016 09:21 AM**

Thx Sent from my iPhone

---

**Response (Natalia Molotkova) 01/20/2016 09:12 AM**

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

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

---

**Response (Administrator) 01/20/2016 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

---

**Customer** [REDACTED] **01/20/2016 08:12 AM**

Morning! I have some questions re tickets for [REDACTED]... -Departing Rome and then flying back to London is expensive... is it possible to purchase her a round trip ticket Rome/NY/Rome and then after she departs on the 28th, cancel the return and book a one way NY to London for the 4th? What do the airlines do to the cost of the Rome/NY/Rome ticket? - We found a round trip for like \$504 (Rome/NY/Rome)...and then the one way (NY/London) (at least at the moment) is like \$281. This would cost WAY less than the over \$2000 we are looking at for Rome/NY/London... -Is this a possibility? Of course I know the cost of the one way NY/London could go up between now and Feb. 4, but probably not in the thousands... - We also need a ticket for [REDACTED] that shows her going Rome to London on Jan. 28th around the same time as her real ticket (just the one way, no return)...but we really just need an itinerary to show this and we do not need to purchase (the airlines won't cancel her real ticket just because we have reserved a ticket on another carrier Rome/London, right?) Thanks for your knowledge and help! [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](http://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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here: ([http://www.maps.google.com/help/legalnotices\\_maps.html](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/travelterms](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

---

Ref#160121-000014