

To: Natalia Molotkova [REDACTED]
From: [REDACTED]
Sent: Wed 1/20/2016 2:12:38 PM
Subject: Re: Still awaiting [REDACTED] new ticket..Rec. Loc BJNSXX [Email Ref: 160121-000015]

Ah good deal on price. Thanks! And will keep lookout for ticket. Thx

Sent from my iPhone

On Jan 20, 2016, at 9:06 AM, Natalia Molotkova [REDACTED] wrote:

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

Response (Natalia Molotkova) 01/20/2016 09:06 AM

[REDACTED], morning!!!! Exchange might take up to 24 hours. It was done today. Will email it to you. Add collect actually was less - 619.00USD. I re priced it manually and received a little bit less expensive new fare. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-8888 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

Hi Natasha...I'm still awaiting [REDACTED] new ticket (the one we changed yesterday)...can you check on it and send to me please? thanks!

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