

**To:** Natalia Molotkova [REDACTED]  
**From:** Lesley Groff  
**Sent:** Tue 12/22/2015 3:31:41 PM  
**Subject:** Re: Change Ticket for [REDACTED]

Ok thx

Sent from my iPhone

On Dec 22, 2015, at 10:17 AM, Natalia Molotkova <[REDACTED]> wrote:

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

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**Response (Natalia Molotkova) 12/22/2015 10:17 AM**

Refund might take up to 2 billing cycles.

Please check the travel requirements to get to St. Thomas at

[www.visacentral.com/AMEX](http://www.visacentral.com/AMEX).

Regards,

Natalia Molotkova

Centurion Relationship Manager

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

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**Response (Natalia Molotkova) 12/22/2015 10:10 AM**

OK

Regards,

Natalia Molotkova

Centurion Relationship Manager

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

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**Customer ([REDACTED]) 12/22/2015 10:00 AM**

Lets get the refund and buy a whole new ticket...thanks!

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**Response (Natalia Molotkova) 12/22/2015 09:14 AM**

OK, here is what we can do.

We can keep new ticket refundable - new fare will be

\$634.40, so will be exchange with refund of \$252.00.  
Or, we can issue new ticket as non refundable at  
427.40 and request refund of the original ticket  
(\$886.40). Please advise how I should price it?

Regards,  
Natalia Molotkova  
Centurion Relationship Manager

[REDACTED]

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

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**Customer ( [REDACTED] ) 12/22/2015 09:09 AM**  
Thx Sent from my iPhone

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**Response (Natalia Molotkova) 12/22/2015 09:04 AM**  
Sure, changing...  
Regards,  
Natalia Molotkova  
Centurion Relationship Manager

[REDACTED]

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

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**Response (Administrator) 12/22/2015 06:42 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

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**Customer ( [REDACTED] ) 12/22/2015 06:42 AM**  
Morning Natasha...can you please change [REDACTED] ticket to depart on Thurs. Dec. 24th...same one if possible just on 24th.... Karyna will keep her current flight with her cat! thanks, Lesley  
Begin forwarded message:

**From:** "American Express Travel" [REDACTED]  
**Subject:** Itinerary INCL TICKETNO for [REDACTED]  
**Date:** December 17, 2015 at 9:21:12 AM EST

To: [REDACTED] M

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at [REDACTED].

If airline tickets are purchased for this itinerary:

Airline Baggage Fee/Rules may apply and can be accessed by visiting:

<https://myamextravel.com/baggage>

Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details and add link to your bookmarked favorites for easy access in the future:

### **View your Digital Itinerary**

Travel Arrangements for

[REDACTED]

### **E-Ticket Number(s)**

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[REDACTED]

Wednesday 23 Dec 15

### **Other Information**

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CITIZENS OF [REDACTED] MUST CARRY A VALID PASSPORT

### **Other Information**

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CITIZENS OF [REDACTED] MUST CARRY A VALID PASSPORT

### **Other Information**

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SPACE FOR CAT IN THE CABIN WAS RESERVED WITH DELTA OVER THE PHONE

## Other Information

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PLEASE PAY FEE OF 200.00USD AT DELTA COUNTER

## Flight Information

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Date	
Airline	
Airline Record Locator	
Flight/Class	
Origin	
Destination	
Departing	
Arriving	
Departure Terminal	
Estimated Time	4 Hrs 5 Mins
Stops	Non-stop
Seats	
<b>Confirmed</b>	

### Entry and Exit Information for Travel

American Express strongly recommends that you periodically review [www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

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See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Iowa: TA# 669 Registered Iowa Travel Agency.

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Ref#151222-001536

<SHULIAK\_KARYNA-SCNIAB.pdf>