

To: [REDACTED]  
From: Natalia Molotkova  
Sent: Wed 12/23/2015 7:27:32 PM  
Subject: [REDACTED] flight (Rec. Loc. CQIOLT) [Email Ref: 151224-000299]

←===== TO ENSURE YOUR MESSAGE IS DELIVERED IN ITS ENTIRETY, PLEASE DO NOT REPLY BELOW THIS LINE  
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**Response (Natalia Molotkova) 12/23/2015 02:27 PM**

Original ticket was 138.80, You changed her to 12:55 pm, it was same day confirmed stand-by for 50.00USD. When I put her back to 3:10pm, it was re-protection, no fee. So total for that rip is \$188.80.

Regards,

Natalia Molotkova

Centurion Relationship Manager

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

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**Customer ([REDACTED]) 12/23/2015 02:24 PM**

Hi Natasha...accounting is all over me to make sure we are not charged for the flight that was cancelled today ..can you let me know what is happening when it comes to the charges we will see on our statement?

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