

To: Natalia Molotkova [REDACTED]
From: [REDACTED]
Sent: Tue 12/29/2015 2:35:53 PM
Subject: Re: Mandarin hotel in Marakesh [Email Ref: 151212-000383] [Email Ref: 151230-000039]

Ok. We did not buy insurance.

Sent from my iPhone

On Dec 29, 2015, at 9:31 AM, Natalia Molotkova [REDACTED] wrote:

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

Response (Natalia Molotkova) 12/29/2015 09:31 AM

Hotel did mention something about American Express Insurance. But as far as I know you didn't get any insurance for this trip - for any reason cancellation? And I can't even speak about any insurance, due to I am not licensed, I have no knowledge about it. We don't deal with Travel Insurance any longer, we refer Card Members to Allianz.

Centurion card as far as I know has a car insurance, probably credit protection, global assist...

To get the insurance from the any reason cancellation, it had to be done with the Travel Related Insurance company, like Allianz.

Regards,
Natalia Molotkova
Centurion Relationship Manager

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

Customer [REDACTED] 12/29/2015 09:12 AM

Good morning! Yes, I reached out to Jeffrey's contact and he is working on it...we asked if we could at least have credit toward a future stay and it appears this is what will happen...he is still in the midst of getting the details...below is from Jeffrey's friend:

"I have just spoken with Mark Bradford, the GM, who is now fully appraised of the situation. I requested that he simply gives a credit against a future stay. They are simultaneously talking with American Express about this regarding insurances etc. Incidentally, Mark Bradford knows that I am friendly with Sir Henry Keswick, Chairman of the holding company, which owns Mandarin Oriental Hotels, so despite

their very strict cancellation policies at this time of year, I am confident that this will get sorted to Jeffrey's satisfaction."

I am not sure what he means by saying the Mandarin needs to speak with you re "insurances, etc"...but I think we will be ok...please help by staying on top of it for us...you can use the names mentioned above!! Thanks so very much for your help!



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