

To: [REDACTED]
From: Natalia X Molotkova
Sent: Mon 12/28/2015 8:06:40 PM
Subject: RE: Mr. Epstein Jeffrey- Airport Transportation-

Hotel promised to talk to the management and call you back? I will call hotel tomorrow first thing in the morning. I will do my best.

From: [REDACTED]
Sent: Monday, December 28, 2015 3:06 PM
To: Natalia X Molotkova
Subject: Re: Mr. Epstein Jeffrey- Airport Transportation-

The Amex rep cancelled the whole reservation for me. I had called on sat asking if we could please not pay for the 25th as I had made an error in the reservations ! I was told they needed to talk to management and would call me back but they never did. I spoke to Rhonda on Xmas day to change the arrival date to 27th.

Sent from my iPhone

On Dec 28, 2015, at 2:51 PM, Natalia X Molotkova [REDACTED] wrote:

No, I will call tomorrow morning hotel. Did you call them to cancel the whole thing or AMEX agent cancelled it?

Natalia (Natasha) Molotkova | Relationship Manager
American Express Centurion Servicing
Working hours: 9:00am-5:30pm Monday-Friday



<image001.jpg>

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From: [REDACTED]
Sent: Monday, December 28, 2015 2:45 PM
To: Natalia X Molotkova
Subject: Re: Mr. Epstein Jeffrey- Airport Transportation-

Any word?

Sent from my iPhone

On Dec 28, 2015, at 10:23 AM, Natalia X Molotkova [REDACTED]
wrote:

Oh, well, I am waiting for the respond from them...

Natalia (Natasha) Molotkova | Relationship Manager
American Express Centurion Servicing
Working hours: 9:00am-5:30pm Monday-Friday



<image001.jpg>

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From: [REDACTED]

Sent: Monday, December 28, 2015 10:22 AM

To: Natalia X Molotkova

Subject: Re: Mr. Epstein Jeffrey- Airport Transportation-

Good. Thanks. He wound up cancelling the whole trip. I'm sure you saw I called the Hotel myself and asked for a no charge for first night and they would not do it. Hope you have better luck.

Sent from my iPhone

On Dec 28, 2015, at 10:04 AM, Natalia X Molotkova

[REDACTED] wrote:

I received from the hotel, that there is a charge for modification I made. I received it on December 25. I am trying to argue, due to my system did let me change it without any notification about the charge (and I should get notification). In the past (also with Mandarin Properties), if I can make modification (it was not technically cancellation) in the system and not notice of charge, we are good. I emailed hotel, waiting for replay.

Natalia (Natasha) Molotkova | Relationship
Manager

American Express Centurion Servicing



<image009.jpg>

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From: MOMRK Reservations [Redacted]

Sent: Friday, December 25, 2015 3:24 AM
To: Natalia X Molotkova; MOMRK Conciergerie
Cc: Abdelmajid HARID; Kijean Dill; MOMRK GuestRelations
Subject: RE: Mr. Epstein Jeffrey- Airport Transportation-

Dear Ms. Moltokova,

I hope this email finds you well.

Kindly note that as per our cancellation policy, all modifications or cancellations has to be done 14 days prior to arrival to avoid a cancellation fee equal to 50% of your total stay amount .

I would like to inform you that as per your modification of stay for Mr. Epstein, the amount of EUR 2850 corresponding to the first night cancelled of his stay will be charged to his American Express credit card ending in -3001, expiration date 08/16, that we have on file.

If you have any queries, please do not hesitate to contact our Reservations Department or myself.

Yours Sincerely,

Sofia Mouahid
Travel Advisor

<image001.jpg>



Website www.mandarinoriental.com

Join us on <image002.png> <image003.png> <image004.png>

<image005.jpg>

Give the gift of Mandarin Oriental. Delight friends and family this season with the [Mandarin Oriental Gift Card](#), available online and at [Mandarin Oriental hotels](#). Mandarin Oriental - The Book, a luxurious new publication celebrating the rich history and heritage of the Group, is also available for purchase at Assouline boutiques worldwide and through www.assouline.com.

De : Natalia X Molotkova [REDACTED]
Envoyé : jeudi 24 décembre 2015 20:55
À : MOMRK Conciergerie [REDACTED]
Cc : MOMRK Reservations [REDACTED]; Abdelmajid HARID [REDACTED]; Kijean Dill [REDACTED]
Objet : RE: Mr. Epstein Jeffrey- Airport Transportation-

Thank you so much!!!

Natalia (Natasha) Molotkova | Relationship Manager
American Express Centurion Servicing



<image006.jpg>

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From: MOMRK Conciergerie [REDACTED]
Sent: Thursday, December 24, 2015 3:54 PM
To: Natalia X Molotkova
Cc: MOMRK Reservations; Abdelmajid HARID; Kijean Dill

Subject: RE: Mr. Epstein Jeffrey- Airport Transportation-

Dear Natalia,

Thank you for your email. I am delighted to provide the updated confirmation for Mr. Epstein arriving on the 26th now as opposed to the 25th. Please let us know if there is anything else that we can assist you with.

Kind Regards,

Kijean Dill

Front of House Manager

<image007.jpg>



Telephone: [REDACTED]
Email : momrk-conciergerie@mohg.com

Website: mandarinoriental.com

Join us on <image002.png> <image003.png> <image004.png>

De : Natalia X Molotkova [REDACTED]
Envoyé : jeudi 24 décembre 2015 20:18
À : MOMRK Conciergerie [REDACTED]
Cc : MOMRK Reservations [REDACTED]
Objet : RE: Mr. Epstein Jeffrey- Airport Transportation-

Is it possible to receive the new confirmation today? It is a Holiday here tomorrow, will be out of the office.

Natalia (Natasha) Molotkova | Relationship Manager

American Express Centurion Servicing



<image006.jpg>

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From: Natalia X Molotkova
Sent: Thursday, December 24, 2015 2:38 PM
To: 'MOMRK Conciergerie'
Cc: MOMRK Reservations
Subject: RE: Mr. Epstein Jeffrey- Airport Transportation-

Dear Jamila,

I just changed reservation for Mr. Epstein to arrival on the 26th, instead of

25th.

Will you be so kind to change the pickup info for the car? It will be same arrival time and tail number, but on December 26th now.

Thank you,

Natalia (Natasha) Molotkova | Relationship Manager
American Express Centurion Servicing

<image006.jpg>

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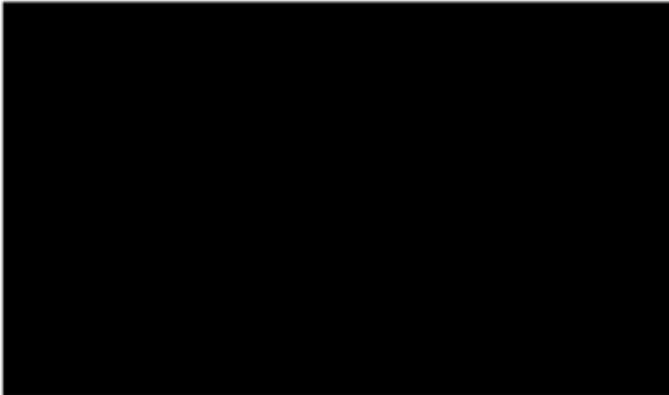
From: MOMRK Conciergerie [<mailto:MOMRK-Conciergerie@mohg.com>]
Sent: Wednesday, December 23, 2015 2:49 PM
To: Natalia X Molotkova
Cc: MOMRK Reservations
Subject: RE: Mr. Epstein Jeffrey- Airport Transportation-

Dear Ms. Molotkova,

Exactly ! ☺ this is what I've meant in my previous email, the service is well arranged with stars aviation services ' agents

Yours

Jamila Bousbaa
Concierge



Website: mandarinoriental.com

Join us on <image002.png> <image003.png> <image004.png>

<image008.jpg>

Experience the art of hospitality in the heart of Milan. Fusing contemporary Milanese design with timeless oriental luxury, the new [Mandarin Oriental, Milan](#) occupies four elegant 18th century buildings, and has 104 [rooms and suites](#), an eclectic choice of [restaurants](#) and a [holistic spa](#). This perfect urban retreat is just steps away from La Scala, and offers an impeccable

combination of comfort, elegance and style. For reservations, visit www.mandarinoriental.com.

De : Natalia X Molotkov [REDACTED]
Envoyé : mercredi 23 décembre 2015 19:45
À : MOMRK Conciergerie [REDACTED]
Cc : MOMRK Reservations [REDACTED]
Objet : RE: Mr. Epstein Jeffrey- Airport Transportation-

Dear Jamila,

FBO is Stars Aviation Services.

Natalia (Natasha) Molotkova | Relationship Manager
American Express Centurion Servicing

[REDACTED]

<image006.jpg>

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From: MOMRK Conciergerie [REDACTED]
Sent: Wednesday, December 23, 2015 12:32 PM
To: Natalia X Molotkova
Cc: MOMRK Reservations
Subject: Mr. Epstein Jeffrey- Airport Transportation-

Dear Ms. Molotkova,

Sunny greetings from Marrakech and Mandarin Oriental, Marrakech.

First of all, we would like to thank Mr. Epstein for choosing Mandarin Oriental, Marrakech for their upcoming stay in Marrakech.

Please find attached the transportation confirmation for their stay. Please let me know if there is anything that we can assist with before their arrival! I wish Mr. Epstein safe travel and look forward to welcoming them to our beautiful property.

Kindly note that a MERCEDES CLASS S will be organized for both arrival and departure days and a MERCEDES CLASS V will be offered for the luggage .

Regarding the fast track service, please note that it is arranged as well. Also, please note that there is several FBO in Marrakech for NETJETS planes. All is in order

Until then, I remain at your entire disposal for any further assistance.

Looking forward to hear from you.

Yours sincerely

Jamila Bousbaa
Concierge

<image007.jpg>



Website: mandarinoriental.com

Join us on <image002.png> <image003.png> <image004.png>

<image008.jpg>

Experience the art of hospitality in the heart of Milan. Fusing contemporary Milanese design with timeless oriental luxury, the new [Mandarin Oriental, Milan](#) occupies four elegant 18th century buildings, and has 104 [rooms and suites](#), an eclectic choice of [restaurants](#) and a [holistic spa](#). This perfect urban retreat is just steps away from La Scala, and offers an impeccable combination of comfort, elegance and style. For reservations, visit www.mandarinoriental.com.

American Express made the following annotations

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