

To: [REDACTED]
From: Natalia Molotkova
Sent: Fri 12/4/2015 8:03:54 PM
Subject: Aspen Vacation PAcKage? [Email Ref: 151204-000185]

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

Response (Natalia Molotkova) 12/04/2015 03:03 PM

Perfect!!! I do not want you miss any benefits!!!!

Regards,

Natalia Molotkova

Centurion Relationship Manager

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

Customer ([REDACTED]) 12/04/2015 02:45 PM

air is included so as soon as I see final invoice, will pass along..YES I used Jeffrey's Black amex!

Response (Natalia Molotkova) 12/04/2015 02:40 PM

Please, and I will get the bonus points for you!!! Thank you!!!

Regards,

Natalia Molotkova

Centurion Relationship Manager

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

Customer ([REDACTED]) 12/04/2015 02:39 PM

ok...once I see the total I will tell you...I think it should be:
\$10,533.52 but there may be some tax somewhere I dont' know about

Response (Natalia Molotkova) 12/04/2015 02:38 PM

I can't include air in to the cost of the ski package, so how much was the charge from ski.com (you used Centurion card, correct?).Or did you book air with ski.com as well? As a part of the package.

Regards,

Natalia Molotkova
Centurion Relationship Manager

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

Customer ([REDACTED]) 12/04/2015 02:30 PM

it will be about \$10,000 total with everything (air was expensive)...air, transfers, ski rental, hotel, lift passes, lessons, I think that is it...

Response (Natalia Molotkova) 12/04/2015 02:28 PM

I just want you to get the bonus points, just tell me what was the total, and I will take care of bonus points.

Regards,

Natalia Molotkova
Centurion Relationship Manager

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

Customer ([REDACTED]) 12/04/2015 02:27 PM

Natasha...don't worry about the Aspen trip...we are almost all done...it's ok...next time

Response (Natalia Molotkova) 12/04/2015 02:27 PM

Lesley, ski.com they said it is not that easy to release the tour, once it is already booked. So, may I ask you, how much the total was for 2 of them? Was it Between \$2,000.01 to \$5,000?

Regards,

Natalia Molotkova
Centurion Relationship Manager

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

Customer ([REDACTED]) 12/04/2015 01:39 PM

let me know

Response (Natalia Molotkova) 12/04/2015 01:33 PM

OK Regards, Natalia Molotkova Centurion Relationship Manager

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

Customer ([REDACTED]) 12/04/2015 01:18 PM

hmmm...shoot..I feel like I am in deep already with Liz..i wish Solange would have mentioned all this yesterday...I mean, is there a way for you to take it over with Liz? Liz is trying to get our hotel back at the Molly Gibson (as it seems overnight they have booked up) Liz:

[REDACTED]

Response (Natalia Molotkova) 12/04/2015 12:26 PM

Lesley, I have to let you know, there is a benefit form booking ski.com with us: bonus MR points.

Up to \$2,000 receive 5,000 MR points

Between \$2,000.01 to \$5,000 receive 10,000 MR points

Above \$5,000.01 receive 25,000 MR points

If Mr. Epstein is interested in extra points, I can try to take over the package.

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

Customer ([REDACTED]) 12/04/2015 10:18 AM

not a big deal...its all good

Response (Natalia Molotkova) 12/04/2015 09:58 AM

But SKI.com is our number one partner!!!! I don't understand...sorry.

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

Customer ([REDACTED]) 12/04/2015 09:51 AM

ok good to know! thank you...yes, Solange was not real happy when I asked for her help on the trip..I could hear it in her voice...she sorta looked for me then called me back with some crazy stuff...I told her not to worry about it that I would take over... Then I got Liz at Ski.com and she was fantastic..! I will put in my calendar that you are off on monday...

Response (Natalia Molotkova) 12/04/2015 09:45 AM

And I feel guilty when you have a complicated request and I am not here, sorry!!! Just to give you heads up about my vacation time for the rest of December - will be off on Monday 7, then no days off - only X-mas day.

Regards,
Natalia Molotkova
Centurion Relationship Manager

[REDACTED]

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

Customer ([REDACTED]) 12/04/2015 09:42 AM

fantastic! that is good to hear! I think since I have gone this far it is all fine...literally I am going to fax over the CC form now...but THAnK YOU! (fyi-I SO miss you when you are gone...)

Response (Natalia Molotkova) 12/04/2015 09:35 AM

Yes, they are American Express preferred. Do you want me to take over? It is not necessary!! (just talked to their rep yesterday, just wanted to know that you booked with reliable company and they are).

Regards,
Natalia Molotkova
Centurion Relationship Manager

[REDACTED]

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

Customer ([REDACTED]) 12/04/2015 09:33 AM

ski.com and she was GREAT!!

Response (Natalia Molotkova) 12/04/2015 09:17 AM

OK, what company you worked with, if I may ask?

Regards,

Natalia Molotkova

Centurion Relationship Manager

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

Customer ([REDACTED]) 12/04/2015 09:12 AM

no worroies! I got on phone with a travel company and worked it all out...air, skis, hotel, lift ticket...whole nine yards...Jeffrey has approved it and I am filling the paper work out now! But thanks...i do need you to do soemehitg else...it will come in next mail...

Response (Natalia Molotkova) 12/04/2015 09:10 AM

Yes, I can give you options...sorry, was in the trade show yesterday, should be able to provide you with options today.

Any budget?

Regards,

Natalia Molotkova

Centurion Relationship Manager

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

Customer ([REDACTED]) 12/03/2015 11:42 AM

HI Natasha...we are looking for a Aspen Ski Vacation package for both [REDACTED] and [REDACTED]! They are flexible with dates somewhat: Dec. 26-Jan 1...or Dec. 27- Jan 2...or Dec. 28-Jan 3 ...or Dec. 29-Jan 4? Can you see if you have anything available...perhaps the Aspen Square Condominiums...? should include the skis, lift tickets, etc

Response (Administrator) 12/03/2015 11:42 AM

I am currently out of the office with no access to voicemail or email returning on Dec 4th. 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 centurionsupport@centurion.com. Have a

wonderful day! Best regards, Natalia Molotkova

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Ref#151204-000185