

To: [REDACTED]
From: Natalia Molotkova
Sent: Tue 10/27/2015 2:17:44 PM
Subject: Change Janusz ticket (NY-PB) to Thursday (Rec. Loc#AGJNIL) [Email Ref: 151028-000059]

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

Response (Natalia Molotkova) 10/27/2015 10:17 AM

Will Delta at 229pm work? Regards, Natalia Molotkova Centurion Relationship Manager
[REDACTED] Hours: Monday through Friday 10:30am
to 7:00pm EST

Customer [REDACTED] 10/27/2015 10:06 AM

no prob! thanks

Response (Natalia Molotkova) 10/27/2015 10:01 AM

I am on it, sorry for OOO message, I don't know how to fix it... Regards, Natalia Molotkova
Centurion Relationship Manager [REDACTED] Hours:
Monday through Friday 10:30am to 7:00pm EST

Response (Administrator) 10/27/2015 10:00 AM

Thank you for your message. I am currently away from the office and will return on Tuesday,
Oct. 27. My normal office hours are 9:00 am to 5:30 pm (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 Associate Relationship Manager or email

[REDACTED] Thank you and have a lovely day!! Best Regards Summer
Chow

Summer Chow | Centurion Relationship Manager American Express TLS HK Limited
(License no. 353929) Suites 1701-3 & 1712-14, 17/F, Cityplaza 4, No. 12 Taikoo Wan
Road, Taikoo Shing, Hong Kong ([REDACTED])
summer.chow@aexp.com | www.americanexpress.com.hk P Save a tree...please do not print
this email unless you really need to

Customer [REDACTED] 10/27/2015 10:00 AM

Morning Natasha...we need to change Janusz's ticket back to PB to this Thursday Oct. 29th
(Louella will keep her current ticket as is...she will go home today, only changing Janusz)
Please find a flight around 2pm, coach, any airport...let me know if we have a choice and cost!
thanks, Lesley

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