

To: [REDACTED]
From: Natalia Molotkova
Sent: Tue 10/27/2015 2:42:32 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 10:42 AM

Done, I set up exchange, should be done today. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 10:30am to 7:00pm EST

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

YES! thanks

Response (Natalia Molotkova) 10/27/2015 10:23 AM

Will be 220.00USD add collect (\$200 change fee and \$20 difference in fare), may I change? Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 10:30am to 7:00pm EST

Customer [REDACTED] 10/27/2015 10:21 AM

Yes! Sent from my iPhone

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] | *

[REDACTED] | www.americanexpress.com.hk P Save a tree...please do not print this email unless you really need to

Customer (lesley.jee@gmail.com) 10/27/2015 10:00 AM

Morning Natasha...we need to change Janusz's ticket back to PB to this Thursday Oct. 29th [REDACTED] 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. [REDACTED]

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Ref#151028-000059