

To: [REDACTED]
From: Natalia Molotkova
Sent: Wed 10/14/2015 7:29:42 PM
Subject: Change [REDACTED] and [REDACTED] flights back to PB [Email Ref: 151015-000400]

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

Response (Natalia Molotkova) 10/14/2015 03:29 PM

OK Regards, Natalia Molotkova Centurion Relationship Manager

[REDACTED] Hours: Monday through Friday 10:30am to 7:00pm EST

Customer [REDACTED] 10/14/2015 03:15 PM

book the 11:59am flight for both please!

Customer [REDACTED] 10/14/2015 03:15 PM

Rabuyo!

sorry for wrong number!

Response (Natalia Molotkova) 10/14/2015 03:10 PM

[REDACTED] may I have [REDACTED] last name, please? The record locator for some reason is not working. To change his flight to October 16 will be one at 1159am or 229pm - add collect will be \$244 (same for any new flight), please advise which one to book? Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED]

[REDACTED] Hours: Monday through Friday 10:30am to 7:00pm EST

Response (Natalia Molotkova) 10/14/2015 03:01 PM

OK, on it... Regards, Natalia Molotkova Centurion Relationship Manager

[REDACTED] Hours: Monday through Friday 10:30am to 7:00pm EST

Customer [REDACTED] 10/14/2015 03:00 PM

OK, glad we never changed [REDACTED] flights home cause we would be changing them again...I need them both to fly from NY to PB this Friday Oct. 16th around noon /1pm... [REDACTED] Rec. Loc#EWIETC [REDACTED] Rec. Loc#TFFFSH Just do it...I know we probably forfeit the ticket they are holding due to change fees...a whole new ticket is fine! Thank you, [REDACTED]

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