

To: [REDACTED]
From: Natalia Molotkova
Sent: Fri 9/25/2015 11:27:42 PM
Subject: Change [REDACTED] ticket!! [REDACTED] [Email Ref: [REDACTED]]

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

Customer ([REDACTED]) 09/25/2015 07:27 PM

Ok thx for letting me know. I have read the new ticket! Thank you Sent from my iPhone

Response (Administrator) 09/25/2015 07:27 PM

THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 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 Centurion Support Associate. Have a wonderful day!

Response (Natalia Molotkova) 09/25/2015 07:18 PM

Same thing happened to the ticketing agent, she is getting the higher new fare - 618, so additional collection is 560, not 520, the agent is working on exchange right now.

Regards,

Natalia Molotkova

Centurion Relationship Manager
[REDACTED]

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

Response (Natalia Molotkova) 09/25/2015 07:12 PM

I spoke to ticketing, they moved the record to the Urgent Q, due to travel is tomorrow morning. You should have the new ticket shortly. If it is not done by 9:00 PM, is there are any way you can call American Express and see how far it is for the exchange to be done?

Regards,

Natalia Molotkova

Centurion Relationship Manager
[REDACTED]

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

Response (Administrator) 09/25/2015 07:03 PM

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number on the back of your card and press 0 (zero) for the next available Centurion Support Associate. Have a wonderful day!

Customer ([REDACTED]) 09/25/2015 07:03 PM

Ok great. Thx Sent from my iPhone

Response (Natalia Molotkova) 09/25/2015 07:01 PM

I am still here till 7:30 pm, it is still on the exchange Q, let me call ticketing.

Regards,

Natalia Molotkova

Centurion Relationship Manager
[REDACTED]

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

Response (Administrator) 09/25/2015 07:00 PM

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Customer ([REDACTED]) 09/25/2015 07:00 PM

Will I get ticket soon?! I know you are leaving in one minute ? Sent from my iPhone

Response (Natalia Molotkova) 09/25/2015 05:43 PM

Very strange, but add collect is 520.00USD, the one I advised first time, I could manage new to store the new fare at 578.30, never know how it works.

Regards,

Natalia Molotkova

Centurion Relationship Manager
[REDACTED]

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

Response (Natalia Molotkova) 09/25/2015 05:31 PM

Ok, let me have a look..

Regards,

Natalia Molotkova

Centurion Relationship Manager
[REDACTED]

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

Response (Administrator) 09/25/2015 05:30 PM

THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 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 Centurion Support Associate. Have a wonderful day!

Customer ([REDACTED]) 09/25/2015 05:30 PM

Hi Natasha Please change [REDACTED] ticket to go to LGA not JFK tomorrow! Put her on the same flight I am on with Habibe. It is an AA flight departing 12:30 I think. Just do it! Doesn't matter price. Jeffrey wants it done. Ok?! Sent from my iPhone
Begin forwarded message:

From: [REDACTED] <[REDACTED]> **Date:** September 22, 2015 at 6:11:46 PM AST **To:** Lesley Groff <lesley.jee@gmail.com> **Subject:** RE: Invoice [REDACTED] for [REDACTED] / [REDACTED] 26SEP15 [REDACTED]

Hi Lesley,
Thank you , i received it :)

From: [REDACTED] **Subject:** Fwd: Invoice [REDACTED] for [REDACTED] / [REDACTED] 26SEP15 [REDACTED] **Date:** Tue, 22 Sep 2015 16:22:09 -0400 **CC:** [REDACTED]; [REDACTED] **To:** [REDACTED]
Hi [REDACTED] ..here is your new ticket to go from the island to Miami and on to JFK on Sat Sept. 26. Please confirm back...thanks!
Begin forwarded message:

From: "American Express Travel" <itinerary@myamextravel.com>
Subject: Invoice [REDACTED] for [REDACTED] / [REDACTED] 26SEP15 [REDACTED]
Date: September 22, 2015 at 4:08:34 PM EDT
To: LESLEY.JEE@GMAIL.COM
DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-[REDACTED].
If airline tickets are purchased for this itinerary:
Airline Baggage Fee/Rules may apply and can be accessed by visiting:
<http://myamextravel.com/baggage>
Your travel arrangements are outlined below in the email.

Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details and add link to your bookmarked favorites for easy access in the future:

Saturday 26 Sep 15

Other Information

CITIZENS OF LITHUANIA MUST CARRY A VALID PASSPORT

Flight Information

Date	26 Sep 2015
Airline	American Airlines
Airline Record Locator	██████████
Flight/Class	AA1350 N Economy Class
Origin	Charlotte Amalie, Cyril E King Airport
Destination	Miami, Miami International
Departing	08:05 AM
Arriving	11:13 AM
Estimated Time	3 Hrs 8 Mins
Stops	Non-stop
Seats	Unassigned
Confirmed	

Flight Information

Date	26 Sep 2015
Airline	American Airlines
Airline Record Locator	██████████
Flight/Class	AA64 N Economy Class
Origin	Miami, Miami International
Destination	New York, John F Kennedy International
Departing	12:40 PM
Arriving	03:33 PM
Arrival Terminal	Terminal 8
Estimated Time	2 Hrs 53 Mins
Stops	Non-stop
Seats	Unassigned
Confirmed	

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If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.

<http://www.adobe.com/products/acrobat/readstep.html>

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