

To: Natalia Molotkova [REDACTED]
From: Lesley Groff
Sent: Thur 10/15/2015 1:10:32 PM
Subject: Re: Book round trip for [REDACTED] [Email Ref: [REDACTED]]

Thx

Sent from my iPhone

On Oct 15, 2015, at 8:20 AM, Natalia Molotkova <[REDACTED]> wrote:

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

Response (Natalia Molotkova) 10/15/2015 08:20 AM

OK, doing it...

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

Response (Administrator) 10/14/2015 07:15 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]) 10/14/2015 07:15 PM

OMG! I forgot that [REDACTED] is now traveling with her married name: [REDACTED]! We need to void and repurchase...I am sure you are loving me today! We can do tomorrow!

Customer ([REDACTED]) 10/14/2015 07:09 PM

I will let her do it at the airport...thanks!

Response (Administrator) 10/14/2015 07:09 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) 10/14/2015 06:50 PM

Only premium economy seats left on the return flight to pre-assign - for fee - or at the airport.

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

Response (Natalia Molotkova) 10/14/2015 06:22 PM

OK, ticket is on its way.

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

Customer ([REDACTED]) 10/14/2015 06:21 PM

Yes please Sent from my iPhone

Response (Natalia Molotkova) 10/14/2015 06:17 PM

Coach fare will be 546.20, non refundable with \$200 change fee, may I issue?

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

Customer ([REDACTED]) 10/14/2015 06:03 PM

Thx! Sent from my iPhone

Response (Natalia Molotkova) 10/14/2015 05:58 PM

OK

Regards,

Natalia Molotkova
Centurion Relationship Manager

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

Customer ([REDACTED]) 10/14/2015 05:57 PM

Hi Natasha. We need to book the below flights for [REDACTED] [REDACTED] this Friday to PB and back to NY on Sunday. Can you give me price please? Coach

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2015 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here: (http://maps.google.com/help/terms_maps.html). For "Map Legal Notices" click here: (http://www.maps.google.com/help/legalnotices_maps.html). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126