

To: [REDACTED]
From: Natalia Molotkova
Sent: Mon 9/28/2015 4:04:34 PM
Subject: [REDACTED] [Email Ref: 150929-000102]

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

Response (Natalia Molotkova) 09/28/2015 12:04 PM

Value of Jet Blue ticket was USD128.10 , credit will be valid till September 8th 2016, change fee is \$90.

New United ticket is less then \$200 change fee, no value in case of cancellation.

Regards,

Natalia Molotkova

Centurion Relationship Manager
[REDACTED]
[REDACTED]

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

Customer (lesley.jee@gmail.com) 09/28/2015 11:54 AM

that is better. Please book this ticket for [REDACTED]'s return. Let me know what the credit will be on Jet Blue when you can ...thanks

Response (Natalia Molotkova) 09/28/2015 11:51 AM

Yes, it will be new ticket and credit with Jet Blue.

Here is the option for later flights:

1 UA 1552 05OCT EWR PBI 0855P 1149P

TOTAL FARE - USD 178.10

Regards,

Natalia Molotkova

Centurion Relationship Manager
[REDACTED]
[REDACTED]

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

Customer (lesley.jee@gmail.com) 09/28/2015 11:45 AM

I need to know option of a later departure...I guess it would be a whole new ticket ? We could look into just changing the whole ticket I suppose to another airline getting him in early on Oct. 4th and out late on 5th? Perhaps that is better idea? Not sure

Response (Natalia Molotkova) 09/28/2015 11:17 AM

For trip October 12-22

I was too quick to give you the fare rules, it is one of those cases, when fare is not refundable and non changeable. Should I look for changeable fare? Sorry!! New thing with Delta, they used to have every single fare changeable before...

Regards,

Natalia Molotkova

Centurion Relationship Manager
[REDACTED]
[REDACTED]

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

Customer ([REDACTED]) 09/28/2015 11:15 AM

let me ask [REDACTED] if this would work...I will come back to you.

Response (Natalia Molotkova) 09/28/2015 11:11 AM

Trip 1:

1 DL 2358 12OCT PBI LGA 0804A 1059A

2 DL 2370 22OCT LGA PBI 0605P 0918P

TOTAL FARE - USD 306.20

Non refundable coach with \$200 change fee.

Trip 2:

We are currently holding a ticket for [REDACTED] (Rec. Loc#WKCPD)

We need to change the return from NY to PB from Oct. 7th to late on the 5th instead...around 8 or 9pm? he does not have to depart from Newark...can be any of the airports...

To stay with Jet Blue we can do

B6 761 LGA PBI 745P 1041P, let me know if it will work and I will price it. If not, will find another airline later flight.

Regards,

Natalia Molotkova

Centurion Relationship Manager
[REDACTED]
[REDACTED]

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

[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

EFTA_R1_00633747

EFTA02071710

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

Ref#150929-000102