

To: [REDACTED]  
From: Natalia Molotkova  
Sent: Wed 7/29/2015 2:24:04 PM  
Subject: Your son [Email Ref: 150729-000631]

---

**Response (Natalia Molotkova) 07/29/2015 10:24 AM**

Yes, Frequent flyer numbers are in the reservations.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]  
[REDACTED]

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

---

**Response (Administrator) 07/29/2015 10:12 AM**

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 (lesley.jee@gmail.com) 07/29/2015 10:12 AM**

I am buying 1st row now...but please DO check on the other stuff for me...thanks...

On Jul 29, 2015, at 10:02 AM, Natalia Molotkova <[REDACTED]> wrote:

- >
- >
- > Response (Natalia Molotkova) 07/29/2015 10:02 AM
- > Checking....
- > Regards,
- > Natalia Molotkova
- > Centurion Relationship Manager
- > [REDACTED]
- > [REDACTED]
- > Hours: Monday through Friday 10:30am to 7:00pm EST
- >
- > Response (Administrator) 07/29/2015 09:51 AM
- > 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]) 07/29/2015 09:51 AM
- > Morning Natasha! I purchased our Tickets to Detroit last night (i was worried about price going up!) Want to make sure our Delta Sky Miles numbers are attached:

>  
> [REDACTED]  
> [REDACTED]  
> [REDACTED]  
> [REDACTED]  
> I am still working on finding our Known Traveler Numbers...  
>  
> I want to pay for the 3 seats in row 12 for the flight on Aug 9th...Jeffrey's 4 digits are: 9047.  
(please let me know how much they are)  
>  
> For our flight on Aug. 6, we are currently in 22A and 22B...is there anything closer to front  
of plane an aisle and middle or an aisle and an aisle across from each other?  
>  
> My husbands middle name is Michael, do we need that on the ticket?  
>  
> Thanks [REDACTED]  
>  
> On Jul 28, 2015, at 6:03 PM, Natalia Molotkova <[REDACTED]>  
wrote:  
>  
>>  
>>  
>> Response (Natalia Molotkova) 07/28/2015 06:03 PM  
>> Ok, I am here tomorrow at 830am EST till 7pm.  
>> Regards,  
>> Natalia Molotkova  
>> Centurion Relationship Manager  
>> [REDACTED]  
>> [REDACTED]  
>> Hours: Monday through Friday 10:30am to 7:00pm EST  
>>  
>> Customer [REDACTED] 07/28/2015 06:01 PM  
>> great! I rec'd both...hope to confirm tomorrow if not sooner!  
>>  
>> On Jul 28, 2015, at 5:12 PM, Natalia Molotkova <[REDACTED]>  
wrote:  
>>  
>>>  
>>>  
>>> Response (Natalia Molotkova) 07/28/2015 05:12 PM  
>>> Ok, it is on hold. I emailed you itinerary.  
>>> Regards,  
>>> Natalia Molotkova  
>>> Centurion Relationship Manager  
>>> [REDACTED]  
>>> [REDACTED]

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

>>>

>>> Customer [REDACTED] 07/28/2015 05:11 PM

>>> Fantastic. Please put on hold for me!

>>>

>>> Sent from my iPhone

>>>

>>>> On Jul 28, 2015, at 4:35 PM, Natalia Molotkova

[REDACTED] wrote:

>>>>

>>>>

>>>>

>>>> Response (Natalia Molotkova) 07/28/2015 04:35 PM

>>>> Lesley, I found the following for your son:

>>>>

>>>>

>>>>

>>>>

>>>> TOTAL FARE - USD 360.20

>>>> Regards,

>>>> Natalia Molotkova

>>>> Centurion Relationship Manager

>>>>

>>>>

>>>> 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  
visitusatamericanexpress.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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>>>

>>>>

>>>> Ref# [REDACTED]

>>> Response (Natalia Molotkova) 07/28/2015 04:35 PM

>>> [REDACTED] I found the following for your son:

>>>

>>> [REDACTED]

>>>

>>> TOTAL FARE - USD 360.20

>>> Regards,

>>> Natalia Molotkova

>>> Centurion Relationship Manager

>>> [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 [usatamericanexpress.com/phishing](http://usatamericanexpress.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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>>

>>>

>>> Ref: [REDACTED]

>> Response (Natalia Molotkova) 07/28/2015 05:12 PM

>> Ok, it is on hold. I emailed you itinerary.

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>>

>>

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

>>

>> Customer ([REDACTED]) 07/28/2015 05:11 PM

>> Fantastic. Please put on hold for me!

>>

>> Sent from my iPhone

>>

>>> On Jul 28, 2015, at 4:35 PM, Natalia Molotkova <[REDACTED]> wrote:

>>>

>>>

>>>

>>> Response (Natalia Molotkova) 07/28/2015 04:35 PM

>>> Lesley, I found the following for your son:

>>>

>>> [REDACTED]

>>> [REDACTED]

>>>

>>> TOTAL FARE - USD 360.20

>>> 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 [usatamericanexpress.com/phishing](http://usatamericanexpress.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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here: ([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>>

>>>

>>>

>> Response (Natalia Molotkova) 07/28/2015 04:35 PM

>> [REDACTED] I found the following for your son:

>>

>

>

>>

>> TOTAL FARE - USD 360.20

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>>

>>

>> 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](http://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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>

>

>

> Response (Natalia Molotkova) 07/28/2015 06:03 PM

> Ok, I am here tomorrow at 830am EST till 7pm.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

>

>

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

>

> Customer ( [REDACTED] ) 07/28/2015 06:01 PM

> great! I rec'd both...hope to confirm tomorrow if not sooner!

>

> On Jul 28, 2015, at 5:12 PM, Natalia Molotkova < [REDACTED] >

wrote:

>

>>

>>

>> Response (Natalia Molotkova) 07/28/2015 05:12 PM

>> Ok, it is on hold. I emailed you itinerary.

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

> [REDACTED]

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

>>

>> Customer [REDACTED] 07/28/2015 05:11 PM

>> Fantastic. Please put on hold for me!

>>

>> Sent from my iPhone

>>

>>> On Jul 28, 2015, at 4:35 PM, Natalia Molotkova <[REDACTED]>

wrote:

>>>

>>>

>>>

>>> Response (Natalia Molotkova) 07/28/2015 04:35 PM

>>> [REDACTED] I found the following for your son:

>>>

>>> [REDACTED]

>>>

>>> TOTAL FARE - USD 360.20

>>> Regards,

>>> Natalia Molotkova

>>> Centurion Relationship Manager

>>> [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 [usatamericanexpress.com/phishing](http://usatamericanexpress.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 understand s 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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>>

>>>

>>> [REDACTED]

>> Response (Natalia Molotkova) 07/28/2015 04:35 PM

>> [REDACTED], I found the following for your son:

>>

>> [REDACTED]

>>

>> TOTAL FARE - USD 360.20

>> 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](http://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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>

>>

>

> Response (Natalia Molotkova) 07/28/2015 05:12 PM

> Ok, it is on hold. I emailed you itinerary.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

[REDACTED]

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

>

> Customer [REDACTED] 07/28/2015 05:11 PM

> Fantastic. Please put on hold for me!

>  
> Sent from my iPhone  
>  
>> On Jul 28, 2015, at 4:35 PM, Natalia Molotkova [REDACTED] wrote:  
>>  
>>  
>>  
>> Response (Natalia Molotkova) 07/28/2015 04:35 PM  
>> [REDACTED] I found the following for your son:  
>>  
>> [REDACTED]  
>>  
>> TOTAL FARE - USD 360.20  
>> Regards,  
>> Natalia Molotkova  
>> Centurion Relationship Manager  
[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  
atamericanexpress.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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>

>>

>> [REDACTED]

> Response (Natalia Molotkova) 07/28/2015 04:35 PM

> [REDACTED] I found the following for your son:

>

> [REDACTED]

> [REDACTED]

>

> TOTAL FARE - USD 360.20

> 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](http://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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>

>

**Customer** [REDACTED] **07/29/2015 10:09 AM**  
thx...

I am actually on with one or your coworkers and buying the seats...I got concerned!  
so don't worry on that!

On Jul 29, 2015, at 10:02 AM, Natalia Molotkova <[REDACTED]>  
wrote:

>

>

> Response (Natalia Molotkova) 07/29/2015 10:02 AM

> Checking....

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)

>

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

>  
> Response (Administrator) 07/29/2015 09:51 AM  
> 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]  
> Morning Natasha! I purchased our Tickets to Detroit last night (i was worried about price going up!) Want to make sure our Delta Sky Miles numbers are attached:  
>  
> [REDACTED]  
>  
> I am still working on finding our Known Traveler Numbers...  
>  
> I want to pay for the 3 seats in row 12 for the flight on Aug 9th...Jeffrey's 4 digits are: 9047. (please let me know how much they are)  
>  
> For our flight on Aug. 6, we are currently in 22A and 22B...is there anything closer to front of plane an aisle and middle or an aisle and an aisle across from each other?  
>  
> My husbands middle name is [REDACTED] do we need that on the ticket?  
>  
> Thanks, [REDACTED]  
>  
> On Jul 28, 2015, at 6:03 PM, Natalia Molotkova [REDACTED] wrote:  
>  
>>  
>>  
>> Response (Natalia Molotkova) 07/28/2015 06:03 PM  
>> Ok, I am here tomorrow at 830am EST till 7pm.  
>> Regards,  
>> Natalia Molotkova  
>> Centurion Relationship Manager  
> [REDACTED]  
>  
>> Hours: Monday through Friday 10:30am to 7:00pm EST  
>>  
>> Customer [REDACTED] 07/28/2015 06:01 PM  
>> great! I received my passport tomorrow if not sooner!  
>>  
>> On Jul 28, 2015, at 5:12 PM, Natalia Molotkova [REDACTED] wrote:

>>  
>>>  
>>>  
>>> Response (Natalia Molotkova) 07/28/2015 05:12 PM  
>>> Ok, it is on hold. I emailed you itinerary.  
>>> Regards,  
>>> Natalia Molotkova  
>>> Centurion Relationship Manager

>>> [REDACTED]  
>>> [REDACTED]  
>>> Hours: Monday through Friday 10:30am to 7:00pm EST  
>>>  
>>> Customer [REDACTED] 07/28/2015 05:11 PM  
>>> Fantastic. Please put on hold for me!

>>>  
>>> Sent from my iPhone  
>>>  
>>>> On Jul 28, 2015, at 4:35 PM, Natalia Molotkova  
[REDACTED] wrote:

>>>>  
>>>>  
>>>>  
>>>> Response (Natalia Molotkova) 07/28/2015 04:35 PM  
>>>> Lesley, I found the following for your son:

>>>> [REDACTED]  
>>>> [REDACTED]  
>>>> [REDACTED]

>>>> TOTAL FARE - USD 360.20  
>>>> Regards,  
>>>> Natalia Molotkova  
>>>> Centurion Relationship Manager  
>>>> [REDACTED]  
>>>> (877) 877-0987  
>>>> 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  
visitusatamericanexpress.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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here: ([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>>>

>>>>

>>>>

>>> Response (Natalia Molotkova) 07/28/2015 04:35 PM

>>> [REDACTED] I found the following for your son:

>>>

>>>

>>>

>>>

>>> TOTAL FARE - USD 360.20

>>> Regards,

>>> Natalia Molotkova

>>> Centurion Relationship Manager

>>>

>>>

>>> 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  
usatamericanexpress.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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>>

>>>

>>>

>> Response (Natalia Molotkova) 07/28/2015 05:12 PM

>> Ok, it is on hold. I emailed you itinerary.

>> Regards,

>> Natalia Molotkova



and expressly understand s 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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>>

>>>

>>>

>> Response (Natalia Molotkova) 07/28/2015 04:35 PM

>> Lesley, I found the following for your son:

>>

>>

>>

>>

>> TOTAL FARE - USD 360.20

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>>

>>

>> 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](http://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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>

>>

>> [REDACTED]

> Response (Natalia Molotkova) 07/28/2015 06:03 PM

> Ok, I am here tomorrow at 830am EST till 7pm.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

[REDACTED]

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

>

> Customer ([REDACTED]) 07/28/2015 06:01 PM

> great! I rec'd both...hope to confirm tomorrow if not sooner!

>  
> On Jul 28, 2015, at 5:12 PM, Natalia Molotkova <[REDACTED]>  
wrote:  
>  
>>  
>>  
>> Response (Natalia Molotkova) 07/28/2015 05:12 PM  
>> Ok, it is on hold. I emailed you itinerary.  
>> Regards,  
>> Natalia Molotkova  
>> Centurion Relationship Manager  
>> [REDACTED]  
>> [REDACTED]  
>> Hours: Monday through Friday 10:30am to 7:00pm EST  
>>  
>> Customer ([REDACTED]) 07/28/2015 05:11 PM  
>> Fantastic. Please put on hold for me!  
>>  
>> Sent from my iPhone  
>>  
>>> On Jul 28, 2015, at 4:35 PM, Natalia Molotkova <[REDACTED]>  
wrote:  
>>>  
>>>  
>>>  
>>> Response (Natalia Molotkova) 07/28/2015 04:35 PM  
>>> Lesley, I found the following for your son:  
>>>  
>>> [REDACTED]  
>>>  
>>> TOTAL FARE - USD 360.20  
>>> 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  
usatamericanexpress.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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>>

>>>

>>

>> Response (Natalia Molotkova) 07/28/2015 04:35 PM

>> [REDACTED] I found the following for your son:

>>

>>

>>

>>

>> TOTAL FARE - USD 360.20

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>>

>> [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](http://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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here: ([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>

>>

>> [REDACTED]

> Response (Natalia Molotkova) 07/28/2015 05:12 PM

> Ok, it is on hold. I emailed you itinerary.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

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

>

> Customer [REDACTED] 07/28/2015 05:11 PM

> Fantastic. Please put on hold for me!

>

> Sent from my iPhone

>

>> On Jul 28, 2015, at 4:35 PM, Natalia Molotkova <[REDACTED]>  
wrote:

>>

>>

>>

>> Response (Natalia Molotkova) 07/28/2015 04:35 PM

>> [REDACTED] I found the following for your son:

>> [REDACTED]

>>

>> TOTAL FARE - USD 360.20

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [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  
[atamericanexpress.com/phishing](http://atamericanexpress.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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here: ([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>

>>

>>

> Response (Natalia Molotkova) 07/28/2015 04:35 PM

> [REDACTED] found the following for your son:

>

>

>

>

>

> TOTAL FARE - USD 360.20

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)

[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](http://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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>

>

>

**Response (Administrator) 07/29/2015 10:09 AM**

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) 07/29/2015 10:02 AM**

Checking....

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]  
[REDACTED]  
[REDACTED]

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

**Response (Administrator) 07/29/2015 09:51 AM**

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] 07/29/2015 09:51 AM**

Morning Natasha! I purchased our tickets to Detroit last night (i was worried about price going up!) Want to make sure our Delta Sky Miles numbers are attached:

[REDACTED]

I am still working on finding our Known Traveler Numbers...

I want to pay for the 3 seats in row 12 for the flight on Aug 9th...Jeffrey's 4 digits are: 9047. (please let me know how much they are)

For our flight on Aug. 6, we are currently in 22A and 22B...is there anything closer to front of plane an aisle and middle or an aisle and an aisle across from each other?

My husbands middle name is [REDACTED] do we need that on the ticket?

Thanks, [REDACTED]

On Jul 28, 2015, at 6:03 PM, Natalia Molotkova [REDACTED] wrote:

>

>

> Response (Natalia Molotkova) 07/28/2015 06:03 PM

> Ok, I am here tomorrow at 830am EST till 7pm.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

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

>

> Customer ( [REDACTED] ) 07/28/2015 06:01 PM  
> great! I rec'd both...hope to confirm tomorrow if not sooner!  
>  
> On Jul 28, 2015, at 5:12 PM, Natalia Molotkova < [REDACTED] >  
wrote:  
>  
>>  
>>  
>> Response (Natalia Molotkova) 07/28/2015 05:12 PM  
>> Ok, it is on hold. I emailed you itinerary.  
>> Regards,  
>> Natalia Molotkova  
>> Centurion Relationship Manager  
>> [REDACTED]  
>> [REDACTED]  
>> Hours: Monday through Friday 10:30am to 7:00pm EST  
>>  
>> Customer ( [REDACTED] ) 07/28/2015 05:11 PM  
>> Fantastic. Please put on hold for me!  
>>  
>> Sent from my iPhone  
>>  
>>> On Jul 28, 2015, at 4:35 PM, Natalia Molotkova < [REDACTED] >  
wrote:  
>>>  
>>>  
>>>  
>>> Response (Natalia Molotkova) 07/28/2015 04:35 PM  
>>> Lesley, I found the following for your son:  
>>>  
>>> [REDACTED]  
>>>  
>>> TOTAL FARE - USD 360.20  
>>> 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  
usatamericanexpress.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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here: ([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>>

>>>

>>>

>> Response (Natalia Molotkova) 07/28/2015 04:35 PM

>> Lesley, I found the following for your son:

>>

>>

>>

>>

>> TOTAL FARE - USD 360.20

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>>

>>

>> 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 [atamericanexpress.com/phishing](http://atamericanexpress.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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:([http://www.maps.google.com/help/legalnotices\\_maps.html](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 in a ctions 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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>

>>

>> [REDACTED]  
> Response (Natalia Molotkova) 07/28/2015 05:12 PM  
> Ok, it is on hold. I emailed you itinerary.  
> Regards,  
> Natalia Molotkova  
> Centurion Relationship Manager  
> [REDACTED]  
> Hours: Monday through Friday 10:30am to 7:00pm EST  
>  
> Customer ([REDACTED]) 07/28/2015 05:11 PM  
> Fantastic. Please put on hold for me!  
>  
> Sent from my iPhone  
>  
>> On Jul 28, 2015, at 4:35 PM, Natalia Molotkova <[REDACTED]>  
wrote:  
>>  
>>  
>>  
>> Response ([REDACTED]) 07/28/2015 04:35 PM  
>> Lesley, I found the following for your son:  
>>  
>> [REDACTED]  
>>  
>> TOTAL FARE - USD 360.20  
>> Regards,  
>> Natalia Molotkova  
>> Centurion Relationship Manager  
>> [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](http://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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here: ([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>

>>

>>

> Response (Natalia Molotkova) 07/28/2015 04:35 PM

> Lesley, I found the following for your son:

>

>

>

>

>

> TOTAL FARE - USD 360.20

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

>

>

> 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 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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>

>

>

**Response (Natalia Molotkova) 07/28/2015 06:03 PM**

Ok, I am here tomorrow at 830am EST till 7pm.

Regards,

Natalia Molotkova

Centurion Relationship Manager

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

**Customer** [REDACTED] **07/28/2015 06:01 PM**

great! I rec'd both...hope to confirm tomorrow if not sooner!

On Jul 28, 2015, at 5:12 PM, Natalia Molotkova <[REDACTED]> wrote:

>  
>  
> Response (Natalia Molotkova) 07/28/2015 05:12 PM  
> Ok, it is on hold. I emailed you itinerary.  
> Regards,  
> Natalia Molotkova  
> Centurion Relationship Manager

> [REDACTED]  
> Hours: Monday through Friday 10:30am to 7:00pm EST  
>  
> Customer [REDACTED] 07/28/2015 05:11 PM  
> Fantastic. Please put on hold for me!  
>  
> Sent from my iPhone

>> On Jul 28, 2015, at 4:35 PM, Natalia Molotkova <[REDACTED]> wrote:

>>  
>>  
>>  
>> Response (Natalia Molotkova) 07/28/2015 04:35 PM  
>> Lesley, I found the following for your son:

>> [REDACTED]

>> TOTAL FARE - USD 360.20  
>> Regards,  
>> Natalia Molotkova  
>> Centurion Relationship Manager

>> [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  
atamericanexpress.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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>

>>

>>

> Response (Natalia Molotkova) 07/28/2015 04:35 PM

> [REDACTED] I found the following for your son:

>

>

>

>

>

>

>

>

>

>

>

>

>

>

>

> TOTAL FARE - USD 360.20

- > Regards,
- > Natalia Molotkova
- > Centurion Relationship Manager

> 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](http://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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:([http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>

>

>

**Response (Natalia Molotkova) 07/28/2015 05:12 PM**

Ok, it is on hold. I emailed you itinerary.

Regards,

Natalia Molotkova

Centurion Relationship Manager

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

**Customer (lesley.jee@gmail.com) 07/28/2015 05:11 PM**

Fantastic. Please put on hold for me!

Sent from my iPhone

> On Jul 28, 2015, at 4:35 PM, Natalia Molotkova <[natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)> wrote:

>

>

>

> Response (Natalia Molotkova) 07/28/2015 04:35 PM

> [REDACTED], I found the following for your son:

>

> TOTAL FARE - USD 360.20

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)

> (877) 877-0987

> 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](http://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



To learn more about e-mail security or report a suspicious e-mail, please visit us at [americanexpress.com/phishing](http://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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here: ([http://www.maps.google.com/help/legalnotices\\_maps.html](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/travel/terms](http://www.americanexpress.com/travel/terms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref#150729-000631