

**To:** Natalia Molotkova [REDACTED]  
**From:** [REDACTED]  
**Sent:** Tue 9/8/2015 5:39:56 PM  
**Subject:** Re: Valdson's passport expires Jan. 17, 2015 [Email Ref: 150908-001329]

Ok thanks. If I don't hear from them today we will circle back tomorrow.

Sent from my iPhone

On Sep 8, 2015, at 1:22 PM, Natalia Molotkova [REDACTED] wrote:

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

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**Response (Natalia Molotkova) 09/08/2015 01:22 PM**

My apology, [REDACTED] I missed the part that you are waiting for the new documents for them in your original email. I sent you the lowest coach option, but airline is asking for the ticket today, can try to do it again tomorrow. Fare can't be guaranteed till tickets are issued. Regards, Natalia Molotkova Centurion Relationship Manager

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

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**Customer [REDACTED] 09/08/2015 01:15 PM**

Hi Natasha...I am still waiting to hear from them re updating their passports...or perhaps they have new passports and I have old copies...as soon as I hear back I will let you know...Can we reserve tickets for them anyway? thanks so much.

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**Response (Natalia Molotkova) 09/08/2015 12:57 PM**

So it did expire already? You will send me new passport? Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED]

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

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**Response (Administrator) 09/08/2015 09:42 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!

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**Customer [REDACTED] 09/08/2015 09:42 AM**

Valdson's passport expires Jan. 17, 2015

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