

**To:** [REDACTED]  
**From:** Natalia Molotkova  
**Sent:** Fri 7/24/2015 4:51:53 PM  
**Subject:** [REDACTED] [Email Ref: 150724-000559]

---

**Response (Natalia Molotkova) 07/24/2015 12:51 PM**

Thank you!!!!

Regards,  
Natalia Molotkova  
Centurion Relationship Manager

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

---

**Customer ([REDACTED]) 07/24/2015 12:51 PM**

Hi Natasha. No worries. I appreciate you catching the issue for us. Go ahead and book ticket and Hotel. Thanks. And 3000 miles would be great.

Sent from my iPhone

> On Jul 24, 2015, at 12:45 PM, Natalia Molotkova <[REDACTED]> wrote:

>

>

>

> Response (Natalia Molotkova) 07/24/2015 12:45 PM

> Ok, I got it in coach with the shorter name, issuing ticket...fare went up to 5510.80, 27.80USD more. I am sorry. I can get the difference in fare back if you want, or give you like 3 000 miles to the account (it is equal 30.00USD) fro the inconvenience? Hotel now will be on the different record, once the ticket is issued, I will add hotel info to the new record with a shorter name, sorry for all that!!!

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

>

> Response (Natalia Molotkova) 07/23/2015 06:56 PM

> I am sorry, I was looking at the copy of the passport. That what we supposed to do. I had once way longer name and no problem with ticketing. I guess it is different for each airline. I will fix it. Just didn't want her to have any troubles with passport control and etc. China Easter still asked me to put one full middle name and initials for other two.

>

> Thank you!!

> Regards,

> Natalia Molotkova  
> Centurion Relationship Manager  
> [REDACTED]  
> [REDACTED]  
> Hours: Monday through Friday 10:30am to 7:00pm EST  
>  
> Customer ([REDACTED]) 07/23/2015 06:48 PM  
> Ok. Thank you so very much for letting me know. We usually only use [REDACTED] [REDACTED]  
[REDACTED] (sometimes we throw in the initials of other names but not necessary I think) breaks  
appreciate you staying on top of it for us.  
>  
> Sent from my iPhone  
>  
>> On Jul 23, 2015, at 6:28 PM, Natalia Molotkova <[REDACTED]>  
wrote:  
>>  
>>  
>>  
>> Response (Natalia Molotkova) 07/23/2015 06:28 PM  
>> Lesley, hi,  
>>  
>> I know you called to issue the ticket for [REDACTED]. China Eastern denied ticketing [REDACTED]  
[REDACTED] (I issued tickets even with longer names). Due to the agent, who you  
spoke to to issue the ticket, booked (by taking the last one) a coach seat on the outbound  
flight, I can't change - reduce name - in the same record, I had to create new record. I spoke  
to China Eastern, they asked me to leave both records in place and wait till tomorrow, when  
they can confirm the outbound in coach with the shorter name. So ticket will be issued  
tomorrow.  
>>  
>> So now we have 2 record locators - one with long name - [REDACTED], another with shorter  
name - [REDACTED]. The first one will be cancelled by the airline once they confirmed the second  
one in coach - only main office can do that and they are closed now, so US office sent them  
request.  
>>  
>> Just don't want you to worry when you haven't received the e-ticket for her today.  
>> Regards,  
>> Natalia Molotkova  
>> Centurion Relationship Manager  
>> [REDACTED]  
>> [REDACTED]  
>> Hours: Monday through Friday 10:30am to 7:00pm EST  
>>  
>> Privacy Statement | Visit the Centurion Card website  
>> To learn more about e-mail security or report a suspicious e-mail, please visit us at  
americanexpress.com/phishing.  
>>

>> © 2015 American Express. All rights reserved

>>

>> When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge 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#150724-000559

> Response (Natalia Molotkova) 07/23/2015 06:28 PM

> Lesley, hi,

>

> I know you called to issue the ticket for [REDACTED]. China Eastern denied ticketing [REDACTED] (I issued tickets even with longer names). Due to the agent, who you spoke to to issue the ticket, booked (by taking the last one) a coach seat on the outbound flight, I can't change - reduce name - in the same record, I had to create new record. I spoke to China Eastern, they asked me to leave both records in place and wait till tomorrow, when they can

confirm the outbound in coach with the shorter name. So ticket will be issued tomorrow.

>

> So now we have 2 record locators - one with long name - [REDACTED], another with shorter name - [REDACTED]. The first one will be cancelled by the airline once they confirmed the second one in coach - only main office can do that and they are closed now, so US office sent them request.

>

> Just don't want you to worry when you haven't received the e-ticket for her today.

> 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

>

>

> Ref#150724-000559

**Response (Natalia Molotkova) 07/24/2015 12:45 PM**

Ok, I got it in coach with the shorter name, issuing ticket...fare went up to 5510.80, 27.80USD more. I am sorry. I can get the difference in fare back if you want, or give you like 3 000 miles to the account (it is equal 30.00USD) fro the inconvenience? Hotel now will be on the different record, once the ticket is issued, I will add hotel info to the new record with a shorter name, sorry for all that!!!

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

---

**Response (Natalia Molotkova) 07/23/2015 06:56 PM**

I am sorry, I was looking at the copy of the passport. That what we supposed to do. I had once way longer name and no problem with ticketing. I guess it is different for each airline. I will fix it. Just didn't want her to have any troubles with passport control and etc. China Easter still asked me to put one full middle name and initials for other two.

Thank you!!

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

---

**Customer ([REDACTED]) 07/23/2015 06:48 PM**

Ok. Thank you so very much for letting me know. We usually only use [REDACTED] [REDACTED] [REDACTED] (sometimes we throw in the initials of other names but not necessary I think) breaks appreciate you staying on top of it for us.

Sent from my iPhone

> On Jul 23, 2015, at 6:28 PM, Natalia Molotkova <[REDACTED]>

wrote:

>

>

>

> Response (Natalia Molotkova) 07/23/2015 06:28 PM

> Lesley, hi,

>

> I know you called to issue the ticket for [REDACTED]. China Eastern denied ticketing [REDACTED] [REDACTED] (I issued tickets even with longer names). Due to the agent, who you spoke to to issue the ticket, booked (by taking the last one) a coach seat on the outbound flight, I can't change - reduce name - in the same record, I had to create new record. I spoke to China Eastern, they asked me to leave both records in place and wait till tomorrow, when they can confirm the outbound in coach with the shorter name. So ticket will be issued tomorrow.

>

> So now we have 2 record locators - one with long name - [REDACTED], another with shorter name - [REDACTED]. The first one will be cancelled by the airline once they confirmed the second one in coach - only main office can do that and they are closed now, so US office sent them request.

>

> Just don't want you to worry when you haven't received the e-ticket for her today.

> 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

>

>

> Ref#150724-000559

**Response (Natalia Molotkova) 07/23/2015 06:28 PM**

Lesley, hi,

I know you called to issue the ticket for [REDACTED]. China Eastern denied ticketing [REDACTED] (I issued tickets even with longer names). Due to the agent, who you spoke to to issue the ticket, booked (by taking the last one) a coach seat on the outbound flight, I can't change - reduce name - in the same record, I had to create new record. I spoke to China Eastern, they asked me to leave both records in place and wait till tomorrow, when they can confirm the outbound in coach with the shorter name. So ticket will be issued tomorrow.

So now we have 2 record locators - one with long name - [REDACTED], another with shorter name - [REDACTED]. The first one will be cancelled by the airline once they confirmed the second one in coach - only main office can do that and they are closed now, so US office sent them request.

Just don't want you to worry when you haven't received the e-ticket for her today.

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

---

Ref#150724-000559