

To: Richard Kahn [REDACTED]
From: [REDACTED]
Sent: Thur 3/5/2015 12:30:44 AM
Subject: Re: Relationship Manager [Email Ref: 150305-000527]

Thx

Sent from my iPhone

On Mar 4, 2015, at 5:32 PM, Richard Kahn [REDACTED] wrote:

FYI
Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
tel [REDACTED]
fax [REDACTED]
cell [REDACTED]

Begin forwarded message:

To: ap@hbrkassociates.com
From: Natalia Molotkova [REDACTED]
Subject: Relationship Manager [Email Ref: 150305-000527]
Date: March 4, 2015 at 3:09:33 PM EST

Response (Natalia Molotkova) 03/04/2015 03:09 PM

Dear Mr. Epstein,

I would like to introduce myself as your new Relationship Manager.

In direct response to customer feedback, American Express has launched a new approach to servicing providing a more personalized and proactive relationship from Centurion.

As your Relationship Manager I will be able to assist you when you call with a range of requests, such as enrollment in existing or new benefits, managing disputes, planning your business or leisure travel, overseeing your concierge requests for dining reservations or tickets, and responding to any other account needs or requests you might have.

My goal is to make your interaction with American Express simple, efficient, and relaxed. The telephone number you have registered with American Express should route you directly to me by calling the number on the back of your card.

You may also reach me via email. I am available Monday - Friday, 10:30 AM to 07:00 PM. Should you need assistance after my hours, you can call my line, opt out of my voicemail, and a fantastic dedicated support team can take care of any needs.

I would love to speak with you in the near future to discuss your existing travel plans and discuss any servicing you may need.

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.

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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.

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Ref#150305-000527