

**To:** [REDACTED]  
**From:** Andrew M Scott  
**Sent:** Mon 11/3/2014 7:47:36 PM  
**Subject:** FW: Request Refund quote for Record Locator [REDACTED]

Hello Lesley,

It's my hopes your work is starting well.

This E-mail is in regards to Ms. [REDACTED] reservation.

Our Ticketing Department has discovered the ticket WILL NOT have any value if you wanted to refund the ticket.

If you have any questions or concerns, please feel free to call or E-mail me and I will be more than happy to help you.

**Andrew Scott I** Executive Travel Counselor - TBS

American Express Travel & Lifestyle Services

10375 Centurion Parkway, 2nd floor

Jacksonville, Florida 32256

☎ 904-565-7041 ext. 57226 ✉ [Andrew.m.scott@aexp.com](mailto:Andrew.m.scott@aexp.com)

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**From:** SCU Refunds  
**Sent:** Monday, November 03, 2014 1:10 PM  
**To:** CTS Team Two; Andrew M Scott; TLS MBO US  
**Subject:** RE: Request Refund quote for Record Locator [REDACTED]

Hi Andrew,

Thank you for your e-mail to SCU Refunds for queries of Partial refunds.

As per used fare calculation No refund due .

According to base fare ,it has been used more than base fare .

WPS12/13/14‡B06AUG14‡XP«

	BASE FARE	EQUIV AMT	TAXES/FEES/CHARGES	TOTAL
1-	PLN17675.00	USD5682.00	336.10XT	USD6018.10ADT
XT	234.90YQ	17.50US	5.50YC	7.00XY
	5.00XA	5.60AY	19.30XW	0.20ND
	10.40DE	27.70RA	3.00XF	
	17675.00	5682.00	336.10	6018.10TTL

ADT-01 J77OW

WAW LH X/FRA LH X/HOU LH ABQ M5839.71NUC5839.71END ROE3.02669

XFIAH3

FL RESTR/CANX BA FOC/CHG BA FOC

VALIDATING CARRIER - LH

+\*\*\*\*\* NO refund due \*\*\*\*\*

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**From:** CTS Team Two

**Sent:** Monday, November 03, 2014 9:29 PM

**To:** SCU Refunds

**Subject:** Request Refund quote for Record Locator [REDACTED]

Hello,

We have a client who wanted to know about how much of a refund they would receive, if they decided to refund their employee's ticket.

Our client is trying to avoid having to keep up with the "ticket on file" and knowing how much of a refund he can expect will allow him to make that determination.

Just to make things interesting, the ticket the passenger is holding, is a ticket which has an exchange associated with it already.

Below, I have provided the details need; however, if you need any other information, please feel free to call or E-mail me.

Card Member	Card Number	Passenger name	Record Locator	Original Ticket number	** Current Live Ticket Number **
Jeffrey Epstein	3767XXXXXX	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**\*\* IMPORTANT \*\***

Our client would like to keep the ticket LIVE until they decide on what they would like to do, therefore

Please DO NOT process the refund.

Please DO NOT cancel the current reservation.

Again, if you need anything additional, please let me know.

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