

To: [REDACTED]
From: Lesley Groff
Sent: Thur 8/28/2014 3:51:18 PM
Subject: Re:

agree! Good luck...let me know how you do!

On Aug 28, 2014, at 11:50 AM, [REDACTED] wrote:

They have a very bad service then . Sure , I will get that . Thank you for everything

On Thursday, August 28, 2014, [REDACTED] > wrote:

Very odd.

We were told by American Express Travel that the ticket had been changed by you with Turkish Air on July 12th and therefor the ticket is now under the control of Turkish Air (not American Express). We have cancelled the return with Turkish Air and a refund is owed...but the refund can only be given to you in cash from Turkish Air. If you have the time, you should go to the Turkish Air office again and see if you can get the 467 Euros in cash.

On Aug 28, 2014, at 11:31 AM, [REDACTED] > wrote:

Hi Lesley , I got a ticket , thank you very much . I went to Turkish airlines to change the ticket as soon as I got my changed visa dates . But they didn't , that's why I asked you, otherwise I would just change the date by myself .
They told they can return it only to the American travel express

--

avec soin,

[REDACTED]

--

avec soin,

[REDACTED]