

**To:** Consumer Travel Network Support[ctsteamtwo@service.americanexpress.com]  
**Cc:** Bella Klein [REDACTED]  
**From:** [REDACTED]  
**Sent:** Fri 8/29/2014 2:40:29 PM  
**Subject:** Re: Hertz Car Rental In [REDACTED] for Ms. [REDACTED] [Email Ref: 140828-000217]

Excellent! Thank you so very much cress. Have a great weekend! [REDACTED]

Sent from my iPhone

On Aug 29, 2014, at 10:35 AM, Consumer Travel Network Support  
<ctsteamtwo@service.americanexpress.com> wrote:

<===== DO NOT REPLY BELOW THIS LINE  
=====>

**Response (Centurion Travel Team) 08/29/2014 10:35 AM**

Good morning [REDACTED],

Charo is not in the office today.

I called Hertz and cancelled the reservation with as you requested. The cancellation number is G3100173783X. A refund of \$4099.20 will credited back to the card within 7 business days if not sooner.

If further assistance is needed with this reservation, please feel free to contact me.

Have a great day  
Cress Brown

Sincerely,

Your Centurion Travel Services Team Two

Hours of Operations 09:00am-08:00pm M-F and 09:00am-05:30pm Sat-Sun.  
If you need immediate assistance outside of these hours of operations, please call 1-877-877-0987, prompt "1" for the next Centurion Travel Consultant.

**Customer [REDACTED] 08/28/2014 10:19 AM**

yes! we definitely wanted to cancel the new Hertz rental...thanks.

On Aug 27, 2014, at 4:26 PM, Consumer Travel Network Support  
<ctsteamtwo@service.americanexpress.com> wrote:

**Customer [REDACTED] 08/28/2014 10:04 AM**

Hi Charo...we see the charge went through for \$4099.20 on Jeffrey's Amex yesterday as we discussed. Our accounting dept is asking me if you were able to call them back

and cancel this as we discussed. If so, can you let me know when we should see the credit come through?

On Aug 27, 2014, at 11:13 AM, Consumer Travel Network Support  
<ctsteamtwo@service.americanexpress.com> wrote:

**Response (Centurion Travel Team) 08/27/2014 04:26 PM**

Hey [REDACTED], please let me know ASAP should I cancel the Hertz reservation already prepaid..... thanks!

Sincerely,

Your Centurion Travel Services Team Two

Hours of Operations 08:00am-08:00pm M-F and 09:00am-05:30pm Sat-Sun.  
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**Customer [REDACTED] 08/27/2014 04:04 PM**

ok, thank you...I will come back to you!

On Aug 27, 2014, at 3:54 PM, Consumer Travel Network Support  
<ctsteamtwo@service.americanexpress.com> wrote:

**Response (Centurion Travel Team) 08/27/2014 03:54 PM**

Hello [REDACTED]

Avis has an intermediate car, automatic and a/c, 4 door, similar to a Volvo V40, unlimited kilometers, for 33 days, noon pick up, noon drop off, \$2400.55 with taxes fees and mandatory insurance.

Enterprise only has manual cars, unlimited kilometers, similar to a Kia Ceed, taxes fees and mandatory insurance, \$1289.02 for 33 days

Regards,

Charo Gordillo, Team II

Sincerely,

Your Centurion Travel Services Team Two

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**Customer [REDACTED] 08/27/2014 02:26 PM**

Charo, could you please investigate the cost of a rental from Avis and Enterprise as well? Jeffrey says we could possibly have Ms. [REDACTED] put on her on credit card and we would then reimburse her...so he would like to know the prices from Avis and Enterprise as well. Thanks! [REDACTED]

On Aug 27, 2014, at 1:41 PM, Consumer Travel Network Support  
<ctsteamtwo@service.americanexpress.com> wrote:

**Customer ([REDACTED]) 08/27/2014 02:19 PM**

Great! thank you for investigating...I will get back to you after speaking with Jeffrey.  
Thanks!

On Aug 27, 2014, at 1:41 PM, Consumer Travel Network Support  
<ctsteamtwo@service.americanexpress.com> wrote:

**Response (Centurion Travel Team) 08/27/2014 01:41 PM**

Hello [REDACTED]:

Called Hertz International and they may cancel this reservation anytime. They do not offer long term rentals in Poland.

Called Avis and Enterprise and the person who picks up the vehicle has to be the same person who pays for the rental.

Sixt Car Rental only allows pre-payment in their web site, but it is too late, they require 5 days prior

Auto Europe, has availability through Thrifty, for an intermediate car, similar to a Toyota Venice, with a/c and automatic, including only basic insurance (liability and fire, no collision nor damage waiver), with taxes and fees for \$3130.73, 33 days, pick up is noon, return is noon, [REDACTED]

Let me know...

Charo Gordillo, Team II  
Ext 57112

Sincerely,

Your Centurion Travel Services Team Two

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**Customer ([REDACTED]) 08/27/2014 12:11 PM**

Please go ahead and extend the rental. I will let Ms. [REDACTED] know she must go to the

Hertz office and re-check out the vehicle...can she go to any Hertz rental center?  
or does it have to be the one at the airport?

On Aug 27, 2014, at 11:13 AM, Consumer Travel Network Support  
<ctsteamtwo@service.americanexpress.com> wrote:

**Response (Centurion Travel Team) 08/27/2014 11:13 AM**

Hello [REDACTED]:

I called Hertz International to extend Ms. [REDACTED] car rental to [REDACTED], and they had to make a new reservation.

We have to alert Ms. [REDACTED] to go to the Hertz office on August 30th and re-check the vehicle.

New prepaid rate from [REDACTED] (same type of vehicle she has, is \$4099.20 including all taxes, fees, and mandatory insurance required.

I have this reservation on hold until you let me know....

Regards,

Ms. Charo Gordillo, Team II  
Ext 57112

Sincerely,

Your Centurion Travel Services Team Two

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American Express made the following annotations on 2014-08-29 10:35:08  
"This message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you are not the intended recipient, any disclosure, copying, use, or distribution of the information included in this message and any attachments is prohibited. If you have received this communication in error, please notify us by reply e-mail and immediately and permanently delete this message and any attachments. Please do not respond to this email with personal identifiable information. If you need to provide personal identifiable information, you may contact us via our Secure Message Center by clicking on the following link: <https://www.americanexpress.com/messagecenter> Thank you."

American Express a ajouté le commentaire suivant le 2014-08-29 10:35:08  
"Ce courrier et toute pièce jointe qu'il contient sont réservés au seul destinataire indiqué et

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