

**To:** Daphne Wallace [REDACTED]  
**From:** [REDACTED]  
**Sent:** Fri 8/22/2014 10:40:01 PM  
**Subject:** Re: priceline customer service has received your email PCLNACK00 (KMM58858681115977L0KM)

thanks Daphne..

On Aug 22, 2014, at 6:35 PM, Daphne Wallace <[REDACTED]> wrote:

Greetings [REDACTED],

Priceline should get back to me within the next 12 hours. They apparently do not have a number I can call - I will do a search on the internet.

I did contact American Airlines first to see if they could update your Mom's ticket, but unfortunately they can not. They said only Priceline can do so, if it is possible.

I will keep you posted. Daphne

----- Forwarded message -----

**From:** Customer Service <[REDACTED]>  
**Date:** Fri, Aug 22, 2014 at 6:32 PM  
**Subject:** priceline customer service has received your email PCLNACK00 (KMM58858681115977L0KM)  
**To:** [REDACTED]

Dear [priceline.com](http://www.priceline.com) customer:

We have received your message.

We will do our best to personally respond to your inquiry within 12 hours. In the meantime, you can find the answers to our most frequently asked questions at:

<http://www.priceline.com/customerservice/faq/CSMain.asp>

Thanks again for using [priceline.com](http://www.priceline.com)! We'll have an answer for you soon.

Sincerely,

The [priceline.com](http://www.priceline.com) Customer Service Team