

**To:** lesley.jee@gmail.com[lesley.jee@gmail.com]  
**From:** Consumer Travel Network Support  
**Sent:** Thur 3/20/2014 12:42:56 AM  
**Subject:** jet blue [Email Ref: 140320-001679]

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

**Customer (lesley.jee@gmail.com) 03/19/2014 08:42 PM**  
Terrific. Thank you!

Sent from my iPhone

On Mar 19, 2014, at 7:31 PM, Consumer Travel Network Support  
<ctsteama@service.americanexpress.com> wrote:

**Response (Administrator) 03/19/2014 08:42 PM**  
Thank you for emailing your dedicated Centurion Travel Team-A

You have reached your team outside of normal business hours.  
Effective December 30th our hours are changing to the following: 8:00am - 8:00pm EST,  
Monday thru Friday and 9:00am - 5:30pm EST Saturday and Sunday

Centurion Travel is available 24/7 so if this is an urgent and/or time sensitive request, please call  
the number on the back of your Centurion card.

Otherwise, we will respond to your email as soon as possible on the next business day.

Thank you,  
Your Atlanta Centurion Team A.  
[CTSTeamA@service.americanexpress.com](mailto:CTSTeamA@service.americanexpress.com)  
Ext 64100

**Response (Centurion Travel Team) 03/19/2014 07:31 PM**  
Hi Lesley,

Just wanted to let you know I was able to get the Even more space seat  
on Jet Blue for [REDACTED] refunded.

Thanks,  
Kathy

Your Centurion Travel and Lifestyle Services Team A

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Please note: All Fares, Rooms, Quantity, Rates, Flights and Award Availability are subject to  
change without notice.  
\*\* Fares are not guaranteed until ticketed.\*\*

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\*\*\*FOR INTERNATIONAL TRAVEL: "We strongly recommend that you periodically review [www.visacentral.com](http://www.visacentral.com) for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes we cannot guarantee the accuracy of the information provided today and we also cannot accept liability for any inaccurate or incomplete information."\*\*\*

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Your Atlanta based Centurion Team Office Hours:  
8:00 am - 8:00 pm EST Monday - Friday  
9:00 am - 5:30 pm EST Saturday and Sunday  
Emails are monitored during Business Hours only.

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Outside of these hours for urgent requests, please call Centurion Travel at 877-877-0987, say "travel", and your call will be routed to the next available agent for assistance. Emails will be answered the next business day.

American Express made the following annotations on 2014-03-19 20:42:56  
"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 2014-03-19 20:42:56  
"Ce courrier et toute pièce jointe qu'il contient sont réservés au seul destinataire indiqué et peuvent renfermer des renseignements confidentiels et privilégiés. Si vous n'êtes pas le destinataire prévu, toute divulgation, duplication, utilisation ou distribution du courrier ou de toute pièce jointe est interdite. Si vous avez reçu cette communication par erreur, veuillez nous en aviser par courrier et détruire immédiatement le courrier et les pièces jointes. Veuillez ne pas répondre à cet email avec l'information identifiable personnelle. Si vous devez fournir des informations identifiables personnelles, vous pouvez nous contacter par l'intermédiaire de notre centre bloqué de message en cliquant sur sur le lien suivant : <https://www.americanexpress.com/messagecenter> Merci."