

To: [REDACTED]
From: Natalia Molotkova
Sent: Fri 5/11/2018 4:52:53 PM
Subject: Train Ticket for [REDACTED]

Title: American Express ®

Difference between non-refundable and refundable fare couple dollars (666.20 vs 672.20):

Tue 15 May - Air France 7703 - Premium - 1h 35m

Departing: Cote d'Azur Airport, Nice (NCE) at 12.15pm

Arriving: Paris Charles de Gaulle Airport, (CDG) at 1.50pm

Wed 16 May - Air France 7708 - Premium Economy - 1h 30m

Departing: Paris Charles de Gaulle Airport, (CDG) at 6.15pm

Arriving: Cote d'Azur Airport, Nice (NCE) at 7.45pm

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

6:15pm please

On May 11, 2018, at 12:42 PM, Natalia Molotkova
<[REDACTED]> wrote:

Return from Paris to Nice time frame fro flights is 250pm or 615pm, nothing at 4pm.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Ok, I am still on hold with Rail Europe.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

we don't need the train ticket at all...yes, we bought the insurance for \$19 thank goodness!...if we can just get our money back for the ticket that is best....if we have to get a credit, ok...

On May 11, 2018, at 12:35 PM, Natalia Molotkova
[REDACTED] wrote:

OK, so do I need to cancel train reservation? It was non-refundable, but we got insurance, I think they will allow us to re-book it in future, I don't remember, I emailed you insurance info. What do you want me to do with train? Checking air.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok, i have been told to forget the train...she should fly from Nice to Paris and back...sorry! too long of a train ride...

On May 11, 2018, at 12:29 PM, Natalia Molotkova
[REDACTED] wrote:

Outbound: direct - choose the option
6:57 am departure from Nice Ville, arrival Paris Gare Lyon at 12:41pm
or
10am departure, arrival to Paris at 3:41pm

Return: Paris Gare Lyon at 4:15pm, arriving to Nice Ville at 10:11pm , direct
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

unreal...ok...if you can't get a real person, let me know how much to purchase a new ticket Nice-Paris-Nice...

On May 11, 2018, at 12:19 PM, Natalia Molotkova

<[REDACTED]> wrote:

41 minutes hold time, just to let you know, will not be back on how much it cost to make change. While I am on hold, let me check, if there are trains from Nice.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

thank you!

On May 11, 2018, at 12:16 PM, Natalia Molotkova

<[REDACTED]> wrote:

Yes, let me call Rale Europe.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

I am so sorry! but we need to CHANGE the train ticket for [REDACTED] ..the dates and times remain the same depart May 15 from NICE arrive Paris around 2pm...return to NICE on May 16th departing Paris around 4pm! Can you do this please?

On May 7, 2018, at 6:58 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

Here is the ticket.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, sending you ticket shortly.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Please issue this train ticket for [REDACTED] and please do purchase the \$19 of protection insurance. 9049 is the number you need.

Sent from my iPhone

On May 7, 2018, at 5:18 PM, Natalia Molotkova <[REDACTED]> wrote:

Did you see my email below? May I issue? Will need CID, also asked about insurance, see below.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

LONDON PARIS 1 Adult Tue. 15 May. 18
10:24 AM LONDON ST-PANCRAS
01:47 PM PARIS NORD

Fare details

From LONDON ST-PANCRAS to PARIS NORD
Eurostar 9018 - Reservation included

1 x Standard Premier Leisure RT
Window, Coach 002, Seat 074

Non Refundable, exchangeable before train travel date. Exchanges are subject to a fixed fee of 40 Euros Standard/ 50 Euros Standard Premier adult / 20 Euros child, per segment, per passenger and a price differential when applicable. Exchanges can be performed by the issuing office or at any Eurostar station. Refunds/Exchanges, when applicable, are subject to a 7% administration fee and paper tickets must be returned to the issuing office within the time frame allowed.

Wed. 16 May. 18
04:13 PM PARIS NORD
05:39 PM LONDON ST-PANCRAS

Fare details

From PARIS NORD to LONDON ST-PANCRAS
Eurostar 9043 - Reservation included

1 x Standard Premier Leisure RT
Window, Coach 016, Seat 028

Non refundable. Exchanges are subject to a fixed fee of EUR50 per segment, per passenger. If ticket not used, 100% exchangeable, before train departure date, by paying the difference in price with the next available fare in the same or higher class of service, plus the fixed fee. Thereafter, no exchange allowed. Exchange can be performed by the issuing office or at any Eurostar station. Exchanges when applicable can be subject to local administration fee and must be returned to the issuing office within the time frame allowed. Refunds are subject to a 7% administrative fee.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

Do you want to add

Add the Rail Protection Plan to the booking to protect \$572.00 worth of products and get the freedom to change travel plans for any reason, with no questions asked. Plus, protect train tickets in the case of a missed train connection, strikes and loss or theft for just \$19.00.

Rail Protection Plan™

General Conditions for an Exchange under the Rail Protection Plan™

- Rail passes, train tickets, reservations, and city passes/tours may be exchanged for the same or different product(s), excluding Gift Cards.
- The value of the original product will be applied to the new booking. Travelers who have not yet determined their new travel date(s), or if tickets are not available yet for purchase, will be issued a coupon code equal to the value of the exchanged product(s) to be applied to a new booking at a later date.
- Travelers are responsible to pay the difference in price between the exchanged product(s) and the new booking. If the price of the product is lower than the original product, the difference will not be refunded nor will a credit/coupon code be given for future use.
- Coupon Codes are issued in the name of the traveler(s) given at the time of the original booking and are non-transferable.
- Coupon Codes issued for an exchanged product must be redeemed on a new booking no later than two (2) years from the issue date on the coupon code. No refund will be issued in cases where the full value of the coupon code is not used.
- No explanation is required for exchange requests on the product(s).
- Rail Protection Plan has no cash value. Travelers who use their RPP Exchange benefit and then cancel the new booking will only be eligible to receive a refund on any cost paid by the traveler that exceeded the value of the original exchange after the penalties have been applied. Shipping and handling fees are non-refundable.
- **Exchange of Paper Products under RPP** : Exchange requests must be received by RENA Customer Relations no later than three (3) business days prior to the scheduled departure date to Europe. New product/coupons codes will not be issued until the original documents have been received by RENA. Exchanges on paper products cannot be performed after the traveler(s) have departed to Europe. Travelers with paper products leaving for Europe within 3 business days or who are shipping paper products internationally to Europe, are not eligible to take advantage of the RPP Exchange benefit but may still qualify for the RPP Cancellation Benefit.
- **Exchange of E-tickets (Print at Station/Print at Home) under RPP** : Exchange requests must be received by RENA no later than three (3) business days prior to the scheduled train departure date. Exchange requests received two (2) business days or less from the scheduled train departure date will not be processed.
- To request an exchange, please call 800-438-RAIL (7245) or (847) 916-1028 .

General Conditions for Cancellation under the Rail

Protection Plan™

- Travelers will be issued a RENA credit in the form of a coupon code equal to the value of the canceled product(s) that may be used for a future booking within two (2) years from issue date.
- Coupon Codes are issued in the name of the traveler(s) given at the time of the original booking and are non-transferable.
- Coupon Codes must be redeemed on a new booking within two (2) years from the issue date on the coupon code. No refund or credit will be issued in cases where the full value of the coupon code is not used. Any remaining balance shall be forfeited.
- Coupon Codes cannot be applied toward shipping and handling fees or Gift Cards.
- No explanation is required for cancellation requests on product(s), you may cancel with no questions asked.
- Rail Protection Plan has no cash value. Travelers who use their RPP Exchange benefit and then cancel the new booking will only be eligible to receive a refund on any cost paid by the traveler that exceeded the value of the original exchange after the penalties have been applied. Shipping and handling fees are non-refundable.
- **Cancellation of Paper Products under RPP** : Paper products being returned for a cancellation must be received by RENA Customer Relations department no later than three (3) business days BEFORE the scheduled departure date to Europe that was provided at the time of booking, or the train departure / first date of travel for travelers already in Europe.
- **Cancellation of E-tickets (Print at Station/Print at Home) under RPP** Cancellation requests must be received by RENA no later than three (3) business days BEFORE the regularly scheduled train departure date. Exchange requests received within two (2) business days or less from the scheduled train departure date will be not be processed.
- To request a credit from RENA, please contact us at CustomerRelations@raileurope.com or call 800-438-RAIL (7245).

Applying for Reimbursement in the case of a missed train connection under the Rail Protection Plan™

- If while traveling in Europe, you miss your connecting train trip due to a flight or train delay caused by a mechanical failure or weather, you will be reimbursed the value of the unused connecting train ticket/reservation/travel day. In the case of a rail pass, this provision only applies in the event the entire travel day could not be used due to the missed connection and does not apply in the missed connection, only interrupted the partial use of a travel day.
- **Missed Connection Caused by a Flight Delay** a. Travelers must provide proof of the delay from the airline. b. Train connections departing directly from a train station located at the arrival airport must have a minimum connecting time of 2 hours. c. Train connections departing from any train station not located at the arrival airport, must have a minimum connecting time of 3 hours.
- **Missed Connection Caused by a Train Delay** a. Travelers must provide proof of the delay from the railway conductor. b. Train connections departing in and out of the same train station must have a minimum connecting time of 10 minutes. c. Train connections departing in and out of different train stations must have a minimum connecting time of 45 minutes.
- Travelers without the minimum connecting time noted above for Flight or Train, will not qualify for Reimbursement.
- Coverage does not apply for missed connections caused by the traveler arriving late for their flight, train or any other reasons other than a flight or train delay.
- Travelers will either be refunded the value of the unused ticket, travel day, reservation due

to the missed connection or the cost of a replacement product(s), whichever is less.

- Travelers must purchase a replacement product(s) in order to continue with his/her travel plans to be eligible.
- Within thirty (30) days upon return from Europe, travelers must submit a statement to Rail Europe including the proof from the airline / train conductor of the missed connection, replacement product(s) purchased due to the missed connection, and a brief explanation of the situation.
- To start your request in the case of a missed connection, please contact us at CustomerRelations@raileurope.com.

Applying for a Refund in the case of strike under the Rail Protection Plan™

- If while traveling in Europe your trip is interrupted due to a rail strike, you will be reimbursed for the value of the unused train ticket/reservation/travel day. In the case of a rail pass, this provision only applies in the event the entire travel day could not be used due to the strike and not in the event the rail strike lasted less than a day.
- **Paper Products** - the train ticket/rail pass /reservations, must be stamped at the European train station by a railway official, and indicate that the train ticket / travel day or reservation could not be used due to a rail strike. City passes/tours are not covered in cases of rail strikes. (MT : I do not understand what this is supposed to mean.)
- Requests for Reimbursement due to strikes must begin by filling out the Contact Us form on the Rail Europe web site.
- Refund requests due to strikes while traveling in Europe must be received within thirty (30) days of your return from Europe for paper tickets/reservations.
- **E-tickets (Print at the Station)** o Tickets already printed at the station must follow the same procedure as mentioned above for paper products. o If the ticket has not been printed at the station, requests for reimbursement due to strikes must be emailed to CustomerRelations@raileurope.com BEFORE the train departure date.
- **E-tickets (Print at Home)** - Requests for reimbursement due to strikes must be emailed to CustomerRelations@raileurope.com BEFORE the train departure date.

Applying for Reimbursement in the case of loss or theft under the Rail Protection Plan™

- Travelers' product(s) must have been lost or stolen while traveling in Europe.
- Travelers will either be refunded the value of the unused portion of the lost or stolen paper product(s) or the cost of a replacement product(s), whichever is less.
- Product holders must file a police report within twenty-four (24) hours of the incident.
- Travelers must purchase a replacement product(s) in order to continue with his/her travel plans.
- Within thirty (30) days upon return to North America, product holders must submit a statement to RENA including the police report, replacement product(s) purchased abroad, airline tickets from North America to Europe and return, and a brief explanation of the situation. If you fail to include any of these items, your claim cannot be processed.
- RPP is not applicable for product(s) lost or stolen BEFORE departing North America.
- **E-tickets (Print at Home)** - Loss or theft coverage does not apply to travelers with Print at Home e-tickets.

More details for submitting a request :

- All requests involving paper tickets/rail passes/reservations/city passes/tours must be submitted in writing to :

Rail Europe North America Inc
Customer Relations Department
1350 E. Touhy Ave. Suite 200E
Des Plaines, IL, 60018

- The RPP request must be accompanied by the appropriate documentation listed in the sections above.
- It is recommended that product(s) being returned for a claim under this program be sent by a traceable mail service. RENA will not be responsible for documents not received.
- This plan is administered by RENA and can be revised or terminated at our sole discretion at any time with or without notice. In the case that Rail Protection Plan is terminated, only paper tickets/rail passes/reservations/city passes/tours issued BEFORE the date of termination will be covered.

Description of Rail Protection Plan™ :

- Rail Protection Plan™ is non-refundable and non-exchangeable.
- If you make any claim knowing it to be false or fraudulent in any respect, no benefit shall exist for such claim and your benefits may be canceled. Each claimant agrees that representations regarding claims will be accurate and complete. Any and all relevant provisions shall be void in case of fraud, intentional concealment, or misrepresentation of material fact.

Exclusions : This program does not apply to any loss caused by :

- (a) Delay or detention or confiscation by Customs Officers or Officials or Police or other Security Officers.
- (b) Product(s) not in clients' actual possession at the time of loss.
- (c) Acts of god, war, invasion, act of foreign enemy, hostilities (whether war be declared or not), terrorist acts, civil war, rebellion, revolution, insurrection, military or usurped power.
- (d) Any dishonest, fraudulent or criminal act by the holder of tickets/ rail passes/reservations/city passes/tours.
- (e) Damage due to wear and tear, gradual deterioration, vermin or inherent vice.
- (f) No change to this program will be valid unless authorized solely by RENA.
- (g) No legal action can be brought against RENA to recover until sixty (60) days after we receive the completed RPP request.
- (h) No legal action against RENA may be brought more than one (1) year after the time for submitting the RPP request as mentioned herein. Further, no legal action may be brought against RENA unless all the terms of the RPP have been complied with fully by the traveler.
- (i) Any provision of this program that is in conflict with applicable law is hereby amended to conform to minimum requirements of such law and the holder of tickets /rail passes/reservations/city passes/tours products agrees to the jurisdiction of New York County, New York.
- (j) Rail Protection Plan is non-transferable. It may only be used one (1) time for the product it was purchased for and cannot be transferred if a new booking is made.
- (k) Some products may already include some of the benefits under the Rail Protection Plan. Please consult your terms and conditions for selected products prior to purchasing the Rail Protection Plan.

(l) Coupon codes are issued in the name of the original traveler(s) and are non-transferable.
(m) Coupon codes issued for exchanged product may be combined with other promotional coupon codes offers but ONLY by calling the RENA Customer Care by calling 800-438-RAIL(7245) or (847) 916-1028 or it cannot be processed.

More Details

1. You and Rail Europe North America Inc agree that you and Rail Europe North America Inc may bring claims against the other only in your or its individual capacity, and not as a plaintiff or class member in any purported class or representative proceeding.

2. For additional Rail Europe North America Inc terms and conditions, please visit the RENA website

Rail Protection Plan™ is a trademark of Rail Europe North America Inc.

Copyright © 2017 Rail Europe North America Inc. All Rights Reserved

Rail Europe North America Inc. is a registered with the State of Florida as a Seller of Travel, Registration No : ST38042. CST : 2053098-20. SOT WA #601486663.

Important : Please print and keep these Terms & Conditions with your travel documents.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

1st Class ticket please!

On May 7, 2018, at 3:13 PM, Natalia Molotkova <[REDACTED]> wrote:

2nd class 323. 1st class - 574.00 plus Rail Europe fee 7.50. Fare can't be guaranteed.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Please let me have price for 2nd and 1st class...thanks!

On May 7, 2018, at 3:01 PM, Natalia Molotkova <[REDACTED]> wrote:

What class of service, 2nd class, 1st class or Premier?
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

On it.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

We need a round trip train ticket from London to Paris on May 15th arrive Paris around 2pm
...return via train on May 16th depart Paris around 4pm
[REDACTED]

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2015 American Express. All rights reserved

American Express uses 3rd party concierge service providers who are not authorized to act on behalf of American Express and you acknowledge that American Express is in no way responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by the service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for servicing purposes.

