

From: Lesley Groff <[REDACTED]>
To: Natalia Molotkova <[REDACTED]>
Subject: Re: Biz seat available-the record locator is JAIOTC [Incident: 160824-000078]
Date: Tue, 23 Aug 2016 15:38:09 +0000

Oh geez. Ok

Sent from my iPhone

On Aug 23, 2016, at 11:35 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

To: Lesley Groff
Subject: Biz seat available-the record locator is JAIOTC
From: Natalia Molotkova
Sent: 08/23/2016 11:35 AM

Agent desk told me they can't uncheck them out without canceling return flight completely, waiting for online desk help.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 11:32 AM

Lesley, done with the call calling AA.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 11:19 AM

Thank you so much, please let me know when ticket is open.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 11:18 AM

Yes!!

Sent from my iPhone

On Aug 23, 2016, at 10:58 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

To: Lesley Groff
Subject: Biz seat available-the record locator is JAIOTC
From: Natalia Molotkova
Sent: 08/23/2016 10:58 AM

Lesley, I need your help, I am stuck on a call, will you be so kind to call AA and uncheck them out, please?
And the rest I will do on my end.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 10:57 AM

ok. let me know..
thanks

On Aug 23, 2016, at 10:51 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/23/2016 10:51 AM

I can't due to they checked in, calling airline...

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 10:49 AM

Trying..

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 10:45 AM

Hi Natasha - there is one biz seat available on the flight today for Chad Oppenheim (and Christian Glauser) - can we get the one seat that is available for Chad? Flight departs STT to Miami today at

4:04pm—we were on a wait list... The record locator is JAIOTC

[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

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google Maps Terms of Use" click here: (http://maps.google.com/help/terms_maps.html). For "Map Legal Notices" click here: (http://www.maps.google.com/help/legalnotices_maps.html). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref# 160824-000078

From: Natalia Molotkova
Sent: 08/23/2016 11:01 AM

I just afraid once I am done with my current call, will loose the seat, I am holding it for now, can you call AA to uncheck them? I can't divide record.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

████████████████████

(877) 877-0987

EFTA00320269

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 10:58 AM

Lesley, I need your help, I am stuck on a call, will you be so kind to call AA and uncheck them out, please? And the rest I will do on my end.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 10:57 AM

ok. let me know..
thanks

On Aug 23, 2016, at 10:51 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/23/2016 10:51 AM

I can't due to they checked in, calling airline...

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/23/2016 10:49 AM

Trying..

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
(877) 877-0987

Hours: Monday through Friday 9:00am to 5:30pm EST

From: Lesley Groff
Sent: 08/23/2016 10:45 AM

Hi Natasha...there is one biz seat available on the flight today for Chad Oppenheim (and Christian Glauser)...can we get the one seat that is available for Chad? Flight departs STT to Miami today at 4:04pm...we were on a wait list... The record locator is JAIOTC

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

To learn more about e-mail security or report a suspicious e-mail, please visit us at [REDACTED]

© 2015 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here: http://maps.google.com/help/terms_maps.html. For "Map Legal Notices" click here: http://www.maps.google.com/help/legalnotices_maps.html. There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref# 160824-000078

EFTA00320271