

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Flight from Stockholm to NY [Incident: 160819-001816]
Date: Fri, 19 Aug 2016 16:39:31 +0000

ah! no worries...thanks so much...flight not till 26th..we have time!

On Aug 19, 2016, at 12:37 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

To: Lesley Groff
Subject: Flight from Stockholm to NY
From: Natalia Molotkova
Sent: 08/19/2016 12:37 PM

Lesley, it will be issued today, needs to be issued manually, due to this airline doesn't accept AMEX card, so ticketing do it in a different way, through our funds. Just takes longer, sorry.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

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

From: Lesley Groff
Sent: 08/19/2016 12:06 PM

Thx

Sent from my iPhone

On Aug 19, 2016, at 12:01 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

To: Lesley Groff
Subject: Flight from Stockholm to NY
From: Natalia Molotkova
Sent: 08/19/2016 12:01 PM

Still pending, let me call ticketing..

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

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

From: Lesley Groff
Sent: 08/19/2016 12:00 PM

Ticket has not come through yet? I haven't received.

Sent from my iPhone

On Aug 19, 2016, at 10:39 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

From: Natalia Molotkova
Sent: 08/19/2016 09:52 AM

Agree!! The way fares are...

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

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

From: Lesley Groff
Sent: 08/19/2016 09:45 AM

Excellent ! Purchase please! (How s that possible!? Honestly. I spent more going to Chicago !!)

Sent from my iPhone

On Aug 19, 2016, at 9:38 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/19/2016 09:38 AM

DY 7005 26AUG ARN JFK 0545P 0805P

TOTAL FARE - USD 379.46

NO LOWER FARE DETERMINED.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

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

From: Lesley Groff
Sent: 08/19/2016 09:18 AM

great. thanks

On Aug 19, 2016, at 9:07 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/19/2016 09:07 AM

Morning, on it..

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: 08/19/2016 08:27 AM

Morning! Can you please research a flight from Stockholm to NY on Aug. 26th apparently Norwegian Air should have some cheap flights (she found one for \$350.00) one way, coach for:

First name - Johanna Maria Margareta

Last name - Thuringer

No middle name

Nationality - Swedish

Bday - 4th of april 1992

Let me know what you can find thanks! Lesley

Forgot to say, non refundable coach fare with \$95 change fee

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

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

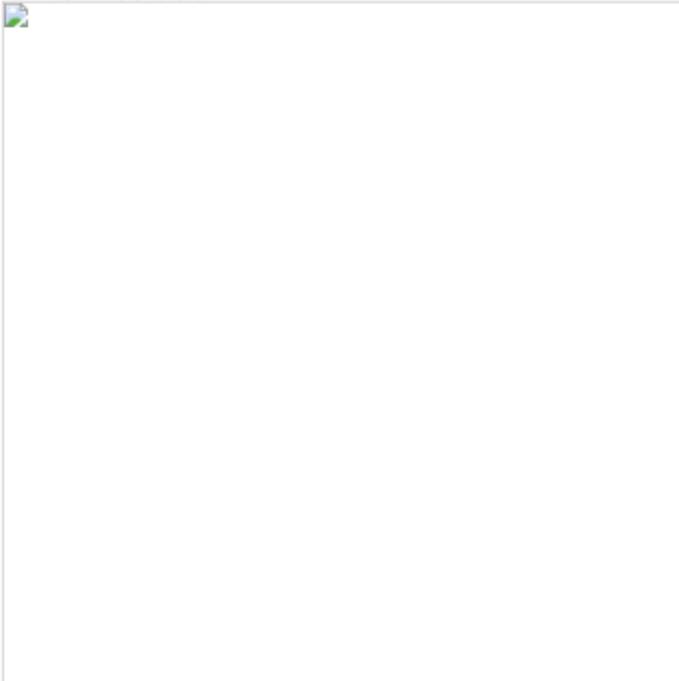
To learn more about e-mail security or report a suspicious e-mail, please visit us at [REDACTED]

© 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: [REDACTED]. For "Map Legal Notices" click here: [REDACTED]. 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 [REDACTED] California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref# 160819-001816



From: [REDACTED]
Sent: 08/19/2016 10:42 AM

ha! even the change fee is way less! unbelievable--very good-thanks!

On Aug 19, 2016, at 10:39 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/19/2016 10:39 AM

Forgot to say, non refundable coach fare with \$95 change fee

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: Natalia Molotkova
Sent: 08/19/2016 09:52 AM

Agree!! The way fares are...

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 08/19/2016 09:45 AM

Excellent ! Purchase please! (How s that possible!? Honestly, I spent more going to Chicago !!)

Sent from my iPhone

On Aug 19, 2016, at 9:38 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/19/2016 09:38 AM

DY 7005 26AUG ARN JFK 0545P 0805P

TOTAL FARE - USD 379.46

NO LOWER FARE DETERMINED.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 08/19/2016 09:18 AM

great. thanks

On Aug 19, 2016, at 9:07 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/19/2016 09:07 AM

Morning, on it..

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 08/19/2016 08:27 AM

Morning! Can you please research a flight from Stockholm to NY on Aug. 26th--apparently Norwegian Air should have some cheap flights (she found one for \$350.00) --one way, coach--for:

First name - Johanna Maria Margareta
Last name - Thuringer
No middle name
Nationality - Swedish
Bday - 4th of april 1992

Let me know what you can find--thanks! [REDACTED]

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

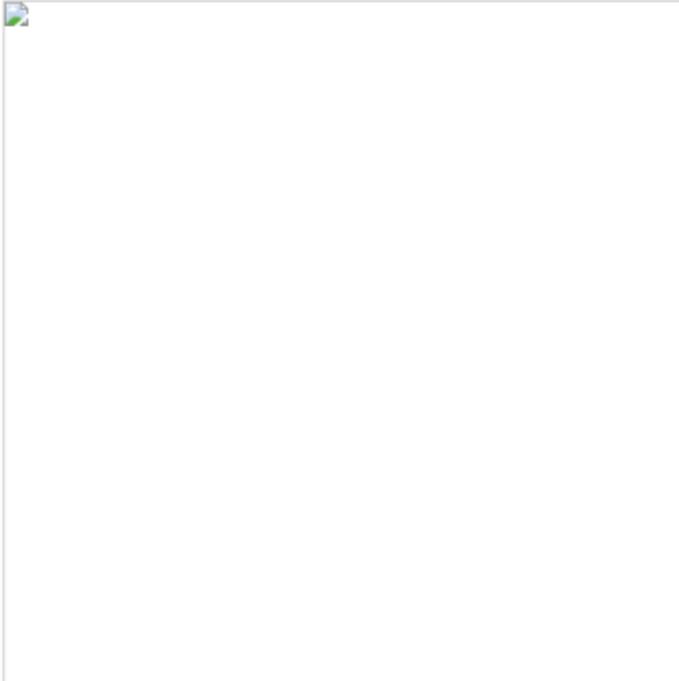
To learn more about e-mail security or report a suspicious e-mail, please visit us at [REDACTED]

© 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: [REDACTED]. For "Map Legal Notices" click here: [REDACTED]. 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 [REDACTED] California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref# 160819-001816



From: Natalia Molotkova
Sent: 08/19/2016 12:01 PM

Still pending, let me call ticketing..

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 08/19/2016 12:00 PM

Ticket has not come through yet? I haven't received.

Sent from my iPhone

On Aug 19, 2016, at 10:39 AM, Natalia Molotkova <[REDACTED]> wrote:



To: [REDACTED]
Subject: Flight from Stockholm to NY
From: Natalia Molotkova
Sent: 08/19/2016 10:39 AM

Forgot to say, non refundable coach fare with \$95 change fee

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: 08/19/2016 09:52 AM

Agree!! The way fares are...

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 08/19/2016 09:45 AM

Excellent ! Purchase please! (How s that possible!? Honestly. I spent more going to Chicago !!)

Sent from my iPhone

On Aug 19, 2016, at 9:38 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/19/2016 09:38 AM

DY 7005 26AUG ARN JFK 0545P 0805P
TOTAL FARE - USD 379.46
NO LOWER FARE DETERMINED.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 08/19/2016 09:18 AM

great. thanks

On Aug 19, 2016, at 9:07 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/19/2016 09:07 AM

Morning, on it..

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 08/19/2016 08:27 AM

Morning! Can you please research a flight from Stockholm to NY on Aug. 26th--apparently Norwegian Air should have some cheap flights (she found one for \$350.00) --one way, coach--for:

First name - Johanna Maria Margareta
Last name - Thuringer
No middle name
Nationality - Swedish
Bday - 4th of april 1992

Let me know what you can find--thanks! [REDACTED]

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

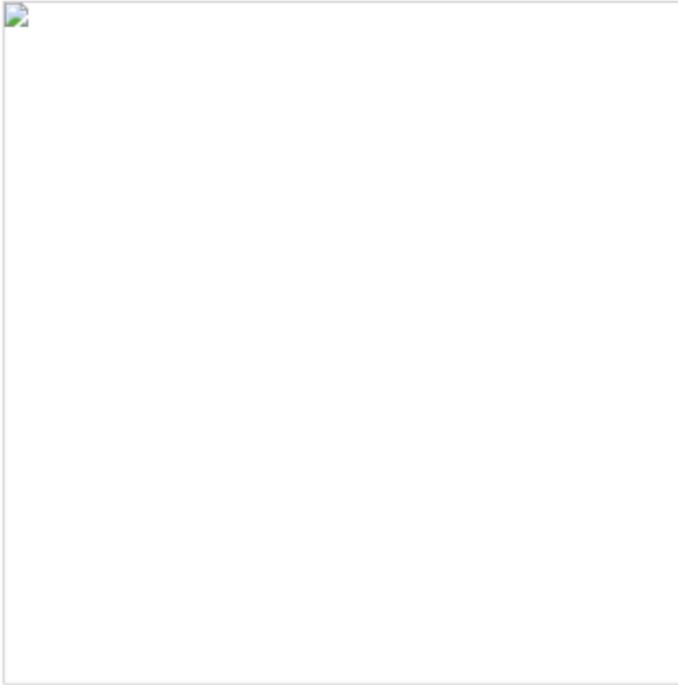
To learn more about e-mail security or report a suspicious e-mail, please visit us at [REDACTED]

© 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: [REDACTED]. For "Map Legal Notices" click here: [REDACTED]. 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 [REDACTED] California CST#1022318, Washington UBI#600-469-694, Iowa TAR002, Nevada NV#2001-0126

Ref# 160819-001816



From: [REDACTED]
Sent: 08/19/2016 10:42 AM

ha! even the change fee is way less! unbelievable...very good-thanks!

On Aug 19, 2016, at 10:39 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/19/2016 10:39 AM

Forgot to say, non refundable coach fare with \$95 change fee

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: 08/19/2016 09:52 AM

Agree!! The way fares are...

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 08/19/2016 09:45 AM

Excellent ! Purchase please! (How s that possible!? Honestly, I spent more going to Chicago !!)

Sent from my iPhone

On Aug 19, 2016, at 9:38 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/19/2016 09:38 AM

DY 7005 26AUG ARN JFK 0545P 0805P

TOTAL FARE - USD 379.46

NO LOWER FARE DETERMINED.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

From: [REDACTED]
Sent: 08/19/2016 09:18 AM

great. thanks

On Aug 19, 2016, at 9:07 AM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 08/19/2016 09:07 AM

Morning, on it..

Regards,
[Privacy Statement](#) | [Visit the Centurion Card website](#)
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED] report a suspicious e-mail, please visit us at [REDACTED]
(877) 877-0987
Hours: Monday through Friday 9:00am to 5:30pm EST

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

From: [REDACTED]
Sent: 08/19/2016 08:27 AM

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
Morning! Can you please research a flight from Stockholm to NY on Aug. 26th...apparently Norwegian Air should have some cheap flights (she found one for \$350.00) ...
one way, coach...for:

!
First name - Johanna Maria Margareta
!Last name - Thuringer
!No middle name [REDACTED]
!Nationality - Swedish
!Bday - 4th of april 1992
!

!Let me know what you can find...thanks! [REDACTED]
TA#002, Nevada NV#2001-0126

Ref# 160819-001816