

From: "Natalia Molotkova" <[REDACTED]>

To: "[REDACTED]" <[REDACTED]>

Subject: Cancel Trip for Renato (Rec. Loc#VMISKD) [Incident: 160719-001868]

Date: Tue, 19 Jul 2016 13:27:25 +0000

To: Lesley Groff

Subject: Cancel Trip for Renato (Rec. Loc#VMISKD)

From: Natalia Molotkova

Sent: 07/19/2016 09:27 AM

It is outside 24 business hours already, can't void the ticket. Will be credit under his name with Americans at \$327.76 (minus \$200 chnage fee), valid till July 15 2017.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

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

From: Natalia Molotkova

Sent: 07/19/2016 09:25 AM

Canceling..

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

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

From: Lesley Groff
Sent: 07/19/2016 07:45 AM

Hi Natasha...Jeffrey asks that I delay Renato' s trip until further notice...please cancel the ticket...let me know how much money we have to use the next time we book...probably not much!

Thanks

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