

**From:** Lesley Groff <[REDACTED]>  
**To:** Amex Centurian Travel <[REDACTED]>  
**Subject:** Re: Travel on China Eastern Airline-July 8-25 [Incident: 160707-000416]  
**Date:** Wed, 06 Jul 2016 19:45:49 +0000

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she said she lost her passport and had to get a new one. She is [REDACTED] but had passport issued while living in [REDACTED] [REDACTED]. So the passport country of issue is [REDACTED], city [REDACTED]...but she is [REDACTED] citizen...does that make sense? can i send you a copy of her passport?

On Jul 6, 2016, at 3:40 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]  
**To:** Lesley Groff  
**Subject:** Travel on China Eastern Airline-July 8-25  
**From:** Natalia Molotkova  
**Sent:** 07/06/2016 03:40 PM

Does it mean she has [REDACTED] Passport or [REDACTED] issued in [REDACTED]? (My Russian PP# XXXXXXXXXX in Washington)

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

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

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**From:** Lesley Groff  
**Sent:** 07/06/2016 03:24 PM

she is [REDACTED]...passport is from [REDACTED] however...place of issue is [REDACTED]

On Jul 6, 2016, at 3:13 PM, Natalia Molotkova <[REDACTED]> wrote:

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**From:** Natalia Molotkova  
**Sent:** 07/06/2016 03:13 PM

fare is refundable with 130USD cancellation fee if canceled prior to departure, after - is non refundable. Change fee is \$65.00. [REDACTED] is [REDACTED] too?

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

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

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**From:** Lesley Groff  
**Sent:** 07/06/2016 03:06 PM

[REDACTED] is female  
[REDACTED]

sorry bout that! I remember now it xxxx's out!

On Jul 6, 2016, at 2:56 PM, Natalia Molotkova <[REDACTED]> wrote:

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**From:** Natalia Molotkova  
**Sent:** 07/06/2016 02:56 PM

Just numbers. What is [REDACTED] citizenship? Is she female?

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

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

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**From:** Natalia Molotkova  
**Sent:** 07/06/2016 02:55 PM

Lesley, will you send PP# XXXXXXXXXXXX without word PP# XXXXXXXXXXXX, just numbers?

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

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

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**From:** Lesley Groff  
**Sent:** 07/06/2016 02:54 PM

yes:

1st name: [REDACTED]  
Surname: [REDACTED]  
Birthdate [REDACTED]  
Place of birth: [REDACTED]  
Place of issue: [REDACTED]  
Date of Expiration: [REDACTED]  
PP# XXXXXXXXXXXX

1st Name: [REDACTED] [REDACTED]  
Surname: [REDACTED]  
Nationality: [REDACTED] Citizen  
Birthdate: [REDACTED]  
Place of birth: [REDACTED]  
Date of Expiration: [REDACTED]  
PP# XXXXXXXXXXXX

On Jul 6, 2016, at 2:45 PM, Natalia Molotkova <[REDACTED]> wrote:

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**From:** Lesley Groff  
**Sent:** 07/06/2016 02:54 PM

YES! do it! thank you!

On Jul 6, 2016, at 2:50 PM, Natalia Molotkova <[REDACTED]> wrote:

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**From:** Natalia Molotkova  
**Sent:** 07/06/2016 02:50 PM

1 MU 502 08JUL HKG PVG 1250P 0325P  
1 MU 297 08JUL F PVG JFK 0730P 1015P  
  
2 MU 298 25JUL M JFK PVG 0145A 0510A  
2 MU 723 B26JUL T PVG HKG 0650P 0930P  
1ADT 1014.66  
TOTAL FARE - USD 2029.32

OK to issue?

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

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

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**From:** Lesley Groff  
**Sent:** 07/06/2016 02:45 PM

thanks!

On Jul 6, 2016, at 2:42 PM, Natalia Molotkova <[REDACTED]> wrote:

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**From:** Natalia Molotkova  
**Sent:** 07/06/2016 02:45 PM

May I have names like in the passports?

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

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

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**From:** Natalia Molotkova  
**Sent:** 07/06/2016 02:42 PM

OK, on it...

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

EFTA00322606

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

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**From:** Lesley Groff  
**Sent:** 07/06/2016 02:42 PM

Hi Natasha...I am going to send you an email with a link to China Easter Airline for flights Jeffrey wants to purchase for [REDACTED] and [REDACTED] [REDACTED]...also attached is a ticket that we had on hold for them so you can see their information...let me know if you can purchase the tickets [REDACTED] is requesting...I was working on this on July 4th....

Let me know if you need anything else...but I think you should have all since we had purchased tickets, cancelled them and then reserved new ones...

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Ref# 160707-000416