

**From:** "Natalia Molotkova" <[REDACTED]>

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

**Subject:** Travel on China Eastern Airline-July 8-25 [Incident: 160707-000416]

**Date:** Wed, 06 Jul 2016 19:50:00 +0000

---



**To:** Lesley Groff  
**Subject:** Travel on China Eastern Airline-July 8-25  
**From:** Natalia Molotkova  
**Sent:** 07/06/2016 03:50 PM

Yes, perfectly clear!!

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager



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

---

**From:** Lesley Groff  
**Sent:** 07/06/2016 03:48 PM

she said she lost her passport and had to get a new one. She is [REDACTED] but had PP# XXXXXXXXXXXX while living in [REDACTED]. So the PP# XXXXXXXXXXXX of issue is [REDACTED], city [REDACTED] 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:

---

**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# XXXXXXXXXXXX in Washington)

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

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

---

**From:** Lesley Groff

**Sent:** 07/06/2016 03:24 PM

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

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

---

**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]

[REDACTED]

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

---

**From:** Lesley Groff

**Sent:** 07/06/2016 03:06 PM

[REDACTED] is female

[REDACTED]: [REDACTED]

Penelope: [REDACTED]

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

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

**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

---

**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

---

**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]  
Surname: [REDACTED]  
Nationality: [REDACTED] Citizen  
Birthdate: [REDACTED]  
Place of birth: [REDACTED]  
Date of Expiration: [REDACTED]

PP# XXXXXXXXXXX

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

---

**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:

---

**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]

[REDACTED]

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

---

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

thanks!

EFTA00322617

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

---

**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]

[REDACTED]

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

---

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

OK, on it...

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

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

---

**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]...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...

[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](http://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](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

[http://www.maps.google.com/help/legalnotices\\_maps.html](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](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

---

Ref# 160707-000416