

From: [REDACTED] >
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Flight Sochi to Paris please [Incident: 160512-000284]
Date: Wed, 11 May 2016 19:11:48 +0000

thank you! I will double check she has the Schengen visa...

On May 11, 2016, at 2:42 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

To: [REDACTED]
Subject: Flight Sochi to Paris please
From: Natalia Molotkova
Sent: 05/11/2016 02:42 PM

You probably knew, but she needs Schengen visa to go to France. Fare is in coach, refundable prior to departure with EUR50 cancellation fee. Change fee is also EUR50. Ticket is on its way.

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

From: [REDACTED]
Sent: 05/11/2016 02:39 PM

Do it! Thx

Sent from my iPhone

On May 11, 2016, at 2:24 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

To: [REDACTED]
Subject: Flight Sochi to Paris please
From: Natalia Molotkova
Sent: 05/11/2016 02:24 PM

1 SU 1139 14MAY AER SVO 1115A 0140P
1 SU 4454 14MAY SVO CDG 0310P 0605P
OPERATED BY AIR FRANCE

2 SU 260 16MAY CDG SVO 1145A 0420P
2 SU 1130 16MAY SVO AER 0545P 0810P
1ADT 947.60
TOTAL FARE - USD 947.60

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

From: [REDACTED]
Sent: 05/11/2016 02:21 PM

You're right. Let me ask if there is a particular flight for return. What is the Aeroflot /air France flight you found?

Sent from my iPhone

On May 11, 2016, at 2:03 PM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 05/11/2016 02:03 PM

Attachment has just outbound, whatever I find on the return with Aeroflot/Air France?

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

From: [REDACTED]
Sent: 05/11/2016 02:03 PM

Thx
Sent from my iPhone
On May 11, 2016, at 1:37 PM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 05/11/2016 01:37 PM

Sure..

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

From: [REDACTED]
Sent: 05/11/2016 01:33 PM

Hi Natasha. Please book the below ticket for [REDACTED] depart this sat may 14 return on Monday may 16. Flight requested and Passport below. Let me know price but go ahead and book regardless please! Thanks [REDACTED]

Sent from my iPhoneSent from my iPhone
===== image File Attachment =====
image2.jpeg, 235876 bytes, Added to incident
===== image File Attachment =====
image1.jpeg, 3896910 bytes, Added to incident

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

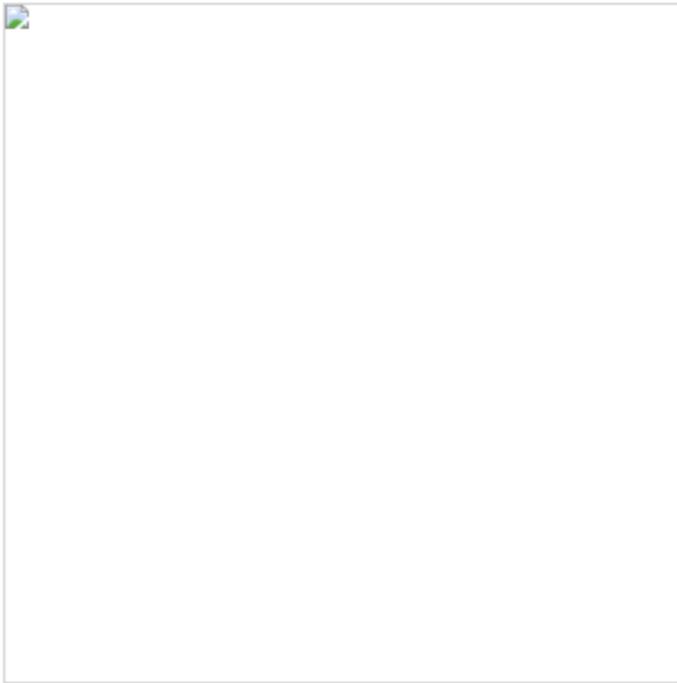
To learn more about e-mail security or report a suspicious e-mail, please visit us at [REDACTED]

© 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# 160512-000284



From: Natalia Molotkova
Sent: 05/11/2016 02:24 PM

1 SU 1139 14MAY AER SVO 1115A 0140P
1 SU 4454 14MAY SVO CDG 0310P 0605P
OPERATED BY AIR FRANCE

2 SU 260 16MAY CDG SVO 1145A 0420P
2 SU 1130 16MAY SVO AER 0545P 0810P
1ADT 947.60
TOTAL FARE - USD 947.60

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

From: [REDACTED]
Sent: 05/11/2016 02:21 PM

You're right. Let me ask if there is a particular flight for return. What is the Aeroflot /air France flight you found?

Sent from my iPhone

On May 11, 2016, at 2:03 PM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 05/11/2016 02:03 PM

Attachment has just outbound, whatever I find on the return with Aeroflot/Air France?

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

From: [REDACTED]
Sent: 05/11/2016 02:03 PM

Thx
Sent from my iPhone

On May 11, 2016, at 1:37 PM, Natalia Molotkova <[REDACTED]> wrote:

From: Natalia Molotkova
Sent: 05/11/2016 01:37 PM

Sure..

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

From: [REDACTED]
Sent: 05/11/2016 01:33 PM

Hi Natasha. Please book the below ticket for Anastasiia depart this sat may 14 return on Monday may 16. Flight requested and Passport below. Let me know price but go ahead and book regardless please! Thanks [REDACTED]

Sent from my iPhoneSent from my iPhone

===== image File Attachment =====
image2.jpeg, 235876 bytes, Added to incident

===== image File Attachment =====
image1.jpeg, 3896910 bytes, Added to incident

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# 160512-000284