

**From:** Lesley Groff <[REDACTED]>  
**To:** Natalia Molotkova <[REDACTED]>  
**Subject:** Re: [REDACTED]! change to BIZ and return to 15th! [Incident: 160503-000638]  
**Date:** Tue, 03 May 2016 14:19:05 +0000

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Ok thx

Sent from my iPhone

On May 3, 2016, at 10:18 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

**To:** Lesley Groff  
**Subject:** [REDACTED]! change to BIZ and return to 15th!  
**From:** Natalia Molotkova  
**Sent:** 05/03/2016 10:18 AM

I voided original coach tickets. So no charge on the card for the fare. I had to request refund fro seats (136.00USD) manually. Usually fee fro seats non refundable, but we did it within 24 hours, they should refund it.

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:** 05/03/2016 09:57 AM

Yes ok to change! Thx

Sent from my iPhone

On May 3, 2016, at 9:52 AM, Natalia Molotkova <[REDACTED]> wrote:

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**From:** Natalia Molotkova  
**Sent:** 05/03/2016 09:52 AM

New round trip will be

1 AA 196 10MAY JFK STT 0829A 1230P  
2 AA 196 15MAY STT JFK 0140P 0604P  
1ADT 861.76  
TOTAL FARE - USD 1723.52 PRIVATE ✪

Much lower fare, non refundable YUP, business class.

First row seats will be on the outbound, return, only lat row. Ok to change?

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:** 05/03/2016 09:38 AM

OK, on it...

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:** 05/03/2016 09:33 AM

Thx

Sent from my iPhone

On May 3, 2016, at 9:24 AM, Natalia Molotkova <[REDACTED]> wrote:

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**From:** Lesley Groff  
**Sent:** 05/03/2016 09:33 AM

This is for both [REDACTED] and her boyfriend! Both get biz seats round trip thx

Sent from my iPhone

On May 3, 2016, at 9:24 AM, Natalia Molotkova <[REDACTED]> wrote:

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**From:** Natalia Molotkova  
**Sent:** 05/03/2016 09:24 AM

OK, let me have a look...

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:** 05/02/2016 06:54 PM

Hi Natasha...Jeffrey wants to change [REDACTED]'s ticket to Biz class round trip...FIRST row if possible! Also, he wants them to return on the 15th not the 16th...

Can you make these changes for me when you 'arrive' work tomorrow (or today if you are reading on May 3rd!)

Thanks, Lesley

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Ref# 160503-000638