

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Jeffrey and Marrakech [Incident: 160318-000506]
Date: Thu, 17 Mar 2016 20:16:43 +0000

ok super...I will provide this to whoever helps me tomorrow...if Jeffrey decides to go!

On Mar 17, 2016, at 4:13 PM, Natalia Molotkova <[REDACTED]> wrote:



To: Lesley Groff
Subject: Jeffrey and Marrakech
From: Natalia Molotkova
Sent: 03/17/2016 04:13 PM

Here is email from the hotel:

Dear Natalia,

Thank you for your email.

We will be pleased to extend the use of the voucher for a period of 3 months, until April 20th 2016, upon availability.
I remain at your disposal for any further information you may need. Conditions: that he stays for a minimum stay of 3 nights in the Oriental Pool Villa.

With kind regards,
Emilie

Emilie Pignol
Director of Sales & Marketing

Address Route du Golf Royal
 40000 Marrakech, Morocco
Telephone [REDACTED]
Mobile [REDACTED]
Skype [REDACTED]
Email [REDACTED]
Website [REDACTED]

Other people who were on the email are: Danilo Huss <[REDACTED]> and Mihaela Tocea <[REDACTED]>

You can forward it to [REDACTED] or call support team and give support agent the email (incident) number - 160318-000506.

They will be able to reach out to the hotel (people above, first contact Emilie Pignol, and make reservation.

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

From: Lesley Groff
Sent: 03/17/2016 03:45 PM

Hi Natasha...Jeffrey will not know if he needs to go to Marrakech until tomorrow...I know you are out tomorrow...who should I speak to tomorrow about the credit and the Mandarin hotel in your absence in case he does need to go and want to book the room? Is there anyone you could debrief about this on your team and is there a contact person at the Mandarin I should know about?

Thanks, Lesley

[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.

© 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

EFTA00327779

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. For "Map Legal Notices" click here: 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/travel/terms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref# 160318-000506