

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: CHANGE ALB/NY part of ticket: SHAVKUNOVA/NATALIA HZNVGQ [Email Ref: 160211-001789]
Date: Thu, 11 Feb 2016 16:52:36 +0000

I still do not have the new ticket...can you check on it for me?

On Feb 11, 2016, at 10:09 AM, Natalia Molotkova <[REDACTED]> wrote:

<===== TO ENSURE YOUR MESSAGE IS DELIVERED IN ITS ENTIRETY, PLEASE DO NOT REPLY BELOW THIS LINE
=====>

 Centurion Banner

Response (Natalia Molotkova) 02/11/2016 10:09 AM

It is American Airlines, will void everything from last night and issue new round trip at

1 AA 5973 15FEB LAX ABO 0843A 1147A
OPERATED BY COMPASS AIRLINES AS AMERICAN EAGLE

2 AA 2214 16FEB ABO DFW 1043A 0126P
2 AA 2182 16FEB DFW LGA 0210P 0622P

TOTAL FARE - USD 787.20

Non refundable coach with \$200 change fee, OK?

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 02/11/2016 09:45 AM
Ok thx Sent from my iPhone

Response (Natalia Molotkova) 02/11/2016 09:42 AM

Ok, got it... our email system is slow today...

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 02/11/2016 06:51 AM

Morning Natasha...please change the ALB to NY part of Natalia's ticket to depart same day, Feb. 16th but there is a 10:43am flight (not sure to which NY airport, it doesn't matter...it just needs to be earlier and Jeffrey saw something around 10:43am from ALB..doesn't matter where it connects...) The outbound flight is fine!

Thanks!! Lesley
Begin forwarded message:

From: "American Express Travel" <[REDACTED]>
Subject: Invoice 71883 for SHAVKUNOVA/NATALIA HZNVGQ
Date: February 10, 2016 at 8:09:51 PM EST
To: [REDACTED]

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-877-877-0987.

If airline tickets are purchased for this itinerary:

Airline Baggage Fee/Rules may apply and can be accessed by visiting:

<https://myamextravel.com/baggage>

Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details and add link to your bookmarked favorites for easy access in the future:

Entry and Exit Information for Travel

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Response (Administrator) 02/11/2016 06:51 AM

I am currently out of the office with no access to voicemail or email. My normal office hours are 9am to 5:30pm EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate or email [REDACTED]. Have a wonderful day! Best regards, Natalia Molotkova

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Ref#160211-001789

<Itinerary_SHAVKUNOVA_NATALIA-HZNVGQ.pdf><SHAVKUNOVA_NATALIA-HZNVGQ.pdf>