

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 17:04:07 +0000

Thanks...I just rec'd it ...appreciate your help as always.

On Feb 11, 2016, at 11:59 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 11:59 AM

I know it was issued due to I got her seats after ticketing, emailing again.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 02/11/2016 11:54 AM

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

Customer ([REDACTED]) 02/11/2016 10:42 AM
OK

Customer ([REDACTED]) 02/11/2016 10:42 AM

This just came
Through!! Please do ticket and send to me when done. Thanks Sent from my iPhone

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>

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<http://www.adobe.com/products/acrobat/readstep.html>

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