

**From:** [REDACTED] <[REDACTED]>  
**To:** Amex Centurian Travel <[REDACTED]>  
**Subject:** Re: More thoughts on [REDACTED] tickets [Email Ref: [REDACTED]]  
**Date:** Thu, 21 Jan 2016 16:22:43 +0000

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ok  
On Jan 21, 2016, at 11:04 AM, Natalia Molotkova <[REDACTED]> wrote:

<----- TO ENSURE YOUR MESSAGE IS DELIVERED IN ITS ENTIRETY, PLEASE DO NOT REPLY BELOW THIS LINE  
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**Response (Natalia Molotkova) 01/21/2016 11:04 AM**  
Norwegian is on hold only till tonight, not letting me hold it later. Will have to rebook it tomorrow.  
Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]  
Hours: Monday through Friday 9:00am to 5:30pm EST

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**Customer ([REDACTED]) 01/21/2016 10:51 AM**  
Ok thx Sent from my iPhone

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**Customer ([REDACTED]) 01/21/2016 10:51 AM**  
Wow. System down a long time Sent from my iPhone

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**Customer ([REDACTED]) 01/21/2016 10:51 AM**  
Hmm perhaps [REDACTED] or [REDACTED] ? Sent from my iPhone

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**Response (Natalia Molotkova) 01/21/2016 10:47 AM**  
Never mind, holding flight on the 4th, but fare today is \$331.50. If you decided to issue today, will get you difference in fare back.  
Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]  
Hours: Monday through Friday 9:00am to 5:30pm EST

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**Response (Natalia Molotkova) 01/21/2016 10:43 AM**  
[REDACTED] will you please give me any name, whose flights were just on hold and were auto-cancelled? Recently? Regards, Natalia Molotkova Centurion Relationship Manager  
[REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

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**Response (Natalia Molotkova) 01/21/2016 10:38 AM**

System is still down and I am leaving at 1pm, so will be using my ingenuity.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager

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

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**Customer ( [REDACTED] ) 01/21/2016 10:18 AM**

Sounds good Sent from my iPhone

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**Response (Natalia Molotkova) 01/21/2016 10:01 AM**

Ok, once system is back... Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

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**Customer ( [REDACTED] ) 01/21/2016 10:00 AM**

Ok so at the moment it is better to buy that one way Norwegian shuttle. Please put that flight on hold and the round trip Rome/NY on any day for return but before the 4th. Maybe 1st? Also out on an itinerary the fake flight from Rome to London on 28th around 10:35am!! Thank you!! Sent from my iPhone

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**Response (Natalia Molotkova) 01/21/2016 09:54 AM**

For round trip Rome-New York-Rome, doesn't matter what day I put on the return, round trip fare is \$538.16, non refundable coach and changes are not permitted.

Lowest coach fare round trip NY- London-NY is Virgin Atlantic - \$722.56

VS 10 04FEB JFK LHR 930P 930A 05FEB

VS 25 14FEB LHR JFK 805P 1105P

Regards,  
Natalia Molotkova  
Centurion Relationship Manager

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

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**Response (Administrator) 01/21/2016 08:36 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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**Customer ( [REDACTED] ) 01/21/2016 08:36 AM**

Thx Sent from my iPhone

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**Response (Natalia Molotkova) 01/21/2016 08:30 AM**

OK.... Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

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**Customer ( [REDACTED] ) 01/21/2016 08:21 AM**

Jeffrey would like to look at 2 round trip tickets for [REDACTED]. One ticket should be she departs Rome on 28th on that 10:35 am flight to NY then reruns on any miscellaneous day that is cheap. Then also purchase a round trip ticket for her NY to London departing few 4

after 8pm arriving London on 5th and then returning to NY on any miscellaneous day that is cheap. Let me know! Thx Sent from my iPhone

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**Response (Administrator) 01/21/2016 08:21 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# [REDACTED]