

From: Natalia Molotkova <[REDACTED]>

To: "[REDACTED]" <[REDACTED]>

Subject: SCHEDULE CHANGE Itinerary for [REDACTED] 21JAN16 [REDACTED] [Email Ref: 160115-000116]

Date: Thu, 14 Jan 2016 16:12:02 +0000

Attachments: [REDACTED] [REDACTED]

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

 Centurion Banner

Response (Natalia Molotkova) 01/14/2016 11:12 AM

Could be a glitch. Issuing ticket, non refundable coach with \$200 change fee.

Regards,
Natalia Molotkova
Centurion Relationship Manager

[REDACTED]
[REDACTED]

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

Customer ([REDACTED]) 01/14/2016 11:03 AM

something is going on here...this email of the SCHEDULE CHANGE has gone to 3 other people in my office and they keep sending it to me...can you investigate? I do want to purchase this ticket for [REDACTED]...but what is going on here? technical glitch?

Response (Natalia Molotkova) 01/14/2016 10:47 AM

Very strange, it is just a hold reservation. You never confirmed that I can issue, the fare is higher then you had in attachment. S352.20

Regards,
Natalia Molotkova
Centurion Relationship Manager

[REDACTED]
[REDACTED]

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

Customer ([REDACTED]) 01/14/2016 10:30 AM

why is the heading here SCHEDULE CHANGE? this is [REDACTED] confirmed purchased ticket yes? Begin forwarded message:

From: "American Express Travel" <[REDACTED]>

Subject: SCHEDULE CHANGE Itinerary for [REDACTED] 21JAN16 [REDACTED]

Date: January 14, 2016 at 10:12:49 AM 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 the Travel Services office number located on the attached PDF.

IMPORTANT SCHEDULE CHANGE NOTICE! REFER TO ITINERARY

If airline tickets are purchased for this itinerary:

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

<https://myamextravel.com/baggage>

You are receiving this email notification to advise:

Your travel arrangements are outlined below in this email, in the attached PDF and 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:

<http://myamextravel.com/Itinerary?>

[RLOC=\[REDACTED\]=CUOMO&UTID=16481254](http://myamextravel.com/Itinerary?RLOC=[REDACTED]=CUOMO&UTID=16481254)

Thursday 21 Jan 16

Flight Information

Date	21 Jan 2016
Airline	Delta Air Lines
Airline Record Locator	[REDACTED]
Flight/Class	DL4128 T Economy Class
Origin	New York, La Guardia
Destination	Houston, George Bush Intercontinental
Departing	08:35 PM
Arriving	11:58 PM
Departure Terminal	Terminal D
Arrival Terminal	Terminal A
Estimated Time	4 Hrs 23 Mins
Stops	Non-stop
Seats	Unassigned

Confirmed

Sunday 24 Jan 16

Flight Information

Date	24 Jan 2016
Airline	Delta Air Lines
Airline Record Locator	[REDACTED]
Flight/Class	DL3684 T Economy Class
Origin	Houston, George Bush Intercontinental
Destination	New York, La Guardia

Departing	07:15 PM
Arriving	11:38 PM
Departure Terminal	Terminal A
Arrival Terminal	Terminal D
Estimated Time	3 Hrs 23 Mins
Stops	Non-stop
Seats	Unassigned

Confirmed

You may receive customer service emails even if you have requested not to receive email marketing offers from American Express.

For details about our email practices, please review the American Express Privacy Statement at <http://www.americanexpress.com/privacy>.

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.

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

Thank you for choosing American Express Travel and have a pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.

Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Iowa: TA# 669 Registered Iowa Travel Agency.

[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.

© 2016 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 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/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

Ref#160115-000116