

**From:** [REDACTED] <[REDACTED]>  
**To:** Amex Centurian Travel <[REDACTED]>  
**Subject:** Re: change Ticket (Rec. Loc [REDACTED]) [Email Ref: [REDACTED]]  
**Date:** Tue, 05 Jan 2016 19:26:22 +0000

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ok, thnaks

On Jan 5, 2016, at 2:25 PM, 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) 01/05/2016 02:25 PM**

Thank you!!! New ticket is on its way. Non refundable, change fee is 150.00EUR. Due to ticket is going to be issued on American Airline stock, in case of cancellation credit for the future, but new trip has to originate in Europe.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Customer ([REDACTED]) 01/05/2016 01:27 PM**

yes, issue the new AA ticket and cancel the KLM ...i understand we lose the money...thanks

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**Response (Natalia Molotkova) 01/05/2016 01:20 PM**

Ok, and the KLM will be lost, non refundable.

Fare with Americans went up to 803.26USD, non refundable. May I cancel KLM and issue new with AA?

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Customer ([REDACTED]) 01/05/2016 01:06 PM**

Hi...sorry I see the email you sent earlier now ...Lets book her on the first option below for \$795.66 please ...thanks

1 BA 1535 07JAN CDG JFK 1000A 1255P OPERATED BY AMERICAN AIRLINES INC.

2 AA 8986 13JAN JFK HEL 0545P 0850A OPERATED BY FINNAIR OYJ 2 AY 153 14JAN HEL SVO 0930A 1205P TOTAL FARE - USD 795.66

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**Response (Natalia Molotkova) 01/05/2016 12:56 PM**

I emailed you options to arrive by 1pm to NYC on the 6th

On the 7th from Paris we can do

1 BA 1535 07JAN CDG JFK 1000A 1255P  
OPERATED BY AMERICAN AIRLINES INC.

2 AA 8986 13JAN JFK HEL 0545P 0850A  
OPERATED BY FINNAIR OYJ  
2 AY 153 14JAN HEL SVO 0930A 1205P

TOTAL FARE - USD 795.66

From Geneva will be \$3690.96

UA 957 07JAN GVAEWR 915A 1230P /DCUA

UA 956 13JAN EWRGVA 540P 725A 14JAN  
LX1336 14JAN GVADME 900A 235P /DCLX

Still check evening on the 6th?

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Customer ([REDACTED]) 01/05/2016 12:54 PM**

any luck? Jeffrey is questioning me on this...

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**Response (Natalia Molotkova) 01/05/2016 11:41 AM**

On the 7th from Paris we can do

1 BA 1535 07JAN CDG JFK 1000A 1255P  
OPERATED BY AMERICAN AIRLINES INC.

2 AA 8986 13JAN JFK HEL 0545P 0850A  
OPERATED BY FINNAIR OYJ  
2 AY 153 14JAN HEL SVO 0930A 1205P

TOTAL FARE - USD 795.66

From Geneva will be \$3690.96

UA 957 07JAN GVAEWR 915A 1230P /DCUA

UA 956 13JAN EWRGVA 540P 725A 14JAN  
LX1336 14JAN GVADME 900A 235P /DCLX

Still check evening on the 6th?

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Customer ([REDACTED]) 01/05/2016 11:39 AM**

thanks so much!

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**Response (Natalia Molotkova) 01/05/2016 11:35 AM**

You did mention that in your first email, and I forgot, re-checking...

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Customer ([REDACTED]) 01/05/2016 11:33 AM**

she is still arriving too late on the 7th...we either need to get her in evening of the 6th or morning/early afternoon of the 7th (1pm latest to arrive NY please on 7th)...

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**Response (Natalia Molotkova) 01/05/2016 11:28 AM**

To get better fare, we will have to go with another option on teh return.

From Paris best coach fare is with American Airlines adn Finnair

1 AA 755 07JAN CDG PHL 1100A 0200P  
1 AA 2073 07JAN PHL LGA 0335P 0429P

2 AA 8986 13JAN JFK HEL 0545P 0850A  
OPERATED BY FINNAIR OYJ  
2 AY 153 14JAN HEL SVO 0930A 1205P

TOTAL FARE - USD 797.36

From Geneva - British Airways

1 BA 725 07JAN GVA LHR 1030A 1115A  
1 BA 177 07JAN LHR JFK 0105P 0405P

2 BA 176 13JAN JFK LHR 0720P 0710A  
2 BA 233 14JAN LHR DME 0835A 0330P

TOTAL FARE - USD 759.76

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Customer ([REDACTED]) 01/05/2016 11:24 AM**

yes, check about just doing a whole new ticket would be great! return can remain the same...thanks

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**Response (Natalia Molotkova) 01/05/2016 11:16 AM**

No matter what I am pricing - from Geneva (connection) or from Paris - direct - the lowest fare will be in business at 1,100, original was 1143.72, plus 240.00EUR change fee (still

not even sure if I can chance the route, checking with ticketing...)

Do you want me to try to create new reservation at a lower fare may be with different airline?

Regards,  
Natalia Molotkova  
Centurion Relationship Manager

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

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Customer ( [REDACTED] ) 01/05/2016 10:45 AM  
thanks

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**Response (Natalia Molotkova) 01/05/2016 10:41 AM**  
Checking...

Regards,  
Natalia Molotkova  
Centurion Relationship Manager

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

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Customer ( [REDACTED] ) 01/05/2016 10:30 AM

Morning Natasha...we need to change [REDACTED] outbound ticket...she is in Europe now and can depart from Geneva or Paris to NY on Jan 7th (she needs to arrive early in the day, 2pm latest) I think this ticket was very restricted so not sure what the best idea is to save money...Another option would be for [REDACTED] to arrive evening of Jan. 6th still from Geneva or Paris...Please help! thank you! [REDACTED]  
Begin forwarded message:

From: "American Express Travel" <[REDACTED]>  
Subject: Invoice [REDACTED] for [REDACTED] 07JAN16 [REDACTED]  
Date: December 28, 2015 at 9:44:55 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 American Express Travel Service.

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 American Express 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:

**Thursday 07 Jan 16**

**Other Information**

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CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

## Other Information

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A VISA IS REQUIRED FOR ENTRY INTO USA

## Flight Information

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Date 07 Jan 2016  
Airline **KLM Royal Dutch Airlines**  
Airline Record Locator [REDACTED]  
Flight/Class **KL3179** K Economy Class  
Origin Moscow, Sheremetyevo  
Destination Amsterdam, Schiphol  
Departing 02:45 PM  
Arriving 04:20 PM  
Departure Terminal Terminal F - International  
Estimated Time 3 Hrs 35 Mins  
Stops Non-stop  
Seats 11A  
**Confirmed**

## Flight Information

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Date 07 Jan 2016  
Airline **KLM Royal Dutch Airlines**  
Airline Record Locator [REDACTED]  
Flight/Class **KL643** H Economy Class  
Origin Amsterdam, Schiphol  
Destination New York, John F Kennedy International  
Departing 05:15 PM  
Arriving 07:40 PM  
Arrival Terminal Terminal 4  
Estimated Time 8 Hrs 25 Mins  
Stops Non-stop  
Seats 35A  
**Confirmed**

## Wednesday 13 Jan 16

## Flight Information

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Date 13 Jan 2016  
Airline **KLM Royal Dutch Airlines**  
Airline Record Locator [REDACTED]  
Flight/Class **KL642** U Economy Class  
Origin New York, John F Kennedy International  
Destination Amsterdam, Schiphol  
Departing 05:50 PM  
Arriving 06:55 AM / 14 Jan 2016  
Departure Terminal Terminal 4  
Estimated Time 7 Hrs 5 Mins  
Stops Non-stop  
Seats 20A

Confirmed

Thursday 14 Jan 16

### Flight Information

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Date	14 Jan 2016
Airline	<b>KLM Royal Dutch Airlines</b>
Airline Record Locator	██████████
Flight/Class	<b>KL903</b> Y Economy Class
Origin	Amsterdam, Schiphol
Destination	Moscow, Sheremetyevo
Departing	11:40 AM
Arriving	05:00 PM
Arrival Terminal	Terminal E - International
Estimated Time	3 Hrs 20 Mins
Stops	Non-stop
Seats	21F

**Confirmed**

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Ref [REDACTED]  
<[REDACTED].pdf>