

From: Centurion Support <[REDACTED]>
To: "[REDACTED]" <[REDACTED]>
Subject: SwissAir [Email Ref: 160103-000019]
Date: Sat, 02 Jan 2016 14:29:30 +0000

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

 Centurion Banner

Response (Centurion Travel Team) 01/02/2016 09:29 AM

Hello Lesley,

I left you a voicemail.

Swiss Air did not reissue her ticket on KLM so she must have purchased herself.

The ticket she has with Swiss Air was a discounted first class ticket based on Roundtrip travel with a \$500 refund fee.

Since the ticket is based on roundtrip - the value of the ticket has to be repriced as if it was a one way ticket.

The Penalty and taxes for the one way ticket - leaves a refund value of only \$665.80 .

I will have Swiss Air process the refund.

Thank You,

Kathy

From Centurion Support on behalf of your Relationship Manager Natalia

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