

From: Lesley Groff <[REDACTED]>
To: Centurion Support <[REDACTED]>
Subject: Re: SwissAir [Email Ref: 160103-000019]
Date: Sat, 02 Jan 2016 16:55:51 +0000

Sounds good! Very much appreciate your help !!

Sent from my iPhone

On Jan 2, 2016, at 9:29 AM, Centurion Support <[REDACTED]> wrote:

===== 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

[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#160103-000019