

**From:** Lesley Groff <[REDACTED]>  
**To:** Bella Klein <[REDACTED]>  
**Subject:** Credit for Kathy Ruemmler ticket  
**Date:** Sat, 02 Jan 2016 18:29:01 +0000

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Hi Bella. Kathy missed her flight in Geneva ...I called to get us a credit for whatever we could get. You can read below the explanation of credit. Thanks

Sent from my iPhone

Begin forwarded message:

**From:** Centurion Support <[REDACTED]>  
**Date:** January 2, 2016 at 9:29:30 AM EST  
**To:** [REDACTED]  
**Subject:** SwissAir [Email Ref: 160103-000019]

===== 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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