

From: [REDACTED] <[REDACTED]>

To: Amex Centurian Travel <[REDACTED]>

Subject: Re: Aspen Vacation PAKage? [Email Ref: [REDACTED]]

Date: Fri, 04 Dec 2015 18:36:27 +0000

let me know

On Dec 4, 2015, at 1:33 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) 12/04/2015 01:33 PM

OK Regards. Natalia Molotkova Centurion Relationship

Manager [REDACTED]

Hours: Monday through Friday

9:00am to 5:30pm EST

Customer ([REDACTED]) 12/04/2015 01:18 PM

hmmm...shoot..I feel like I am in deep already with Liz..i wish Solange would have mentioned all this yesterday...I mean, is there a way for you to take it over with Liz? Liz is trying to get our hotel back at the Molly Gibson (as it seems overnight they have booked up) Liz [REDACTED] ext. [REDACTED]

Response (Natalia Molotkova) 12/04/2015 12:26 PM

[REDACTED] I have to let you know, there is a benefit form booking ski.com with us: bonus MR points.

Up to \$2,000 receive 5,000 MR points

Between \$2,000.01 to \$5,000 receive 10,000 MR points

Above \$5,000.01 receive 25,000 MR points

If Mr. Epstein is interested in extra points, I can try to take over the package.

Regards,

Natalia Molotkova

Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 12/04/2015 10:18 AM

not a big deal...its all good

Response (Natalia Molotkova) 12/04/2015 09:58 AM

But Ski.com is our number one partner!!!! I don't understand...sorry.

Regards,

Natalia Molotkova

Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 12/04/2015 09:51 AM

ok good to know! thank you...yes, Solange was not real happy when I asked for her help on the trip..I could hear it in her voice...she sorta looked for me then called me back with some crazy stuff...I told her not to worry about it that I would take over... Then I got Liz at Ski.com and she was fantastic..! I will put in my calendar that you are off on monday...

Response (Natalia Molotkova) 12/04/2015 09:45 AM

And I feel guilty when you have a complicated request and I am not here, sorry!!! Just to give you heads up about my vacation time for the rest of December - will be off on Monday 7, then no days off - only X-mas day.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 12/04/2015 09:42 AM

fantastic! that is good to hear! I think since I have gone this far it is all fine...literally I am going to fax over the CC form now...but THANK YOU! (fyi-I SO miss you when you are gone...)

Response (Natalia Molotkova) 12/04/2015 09:35 AM

Yes, they are American Express preferred. Do you want me to take over? It is not necessary!! (just talked to their rep yesterday, just wanted to know that you booked with reliable company and they are).

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 12/04/2015 09:33 AM

ski.com and she was GREAT!!

Response (Natalia Molotkova) 12/04/2015 09:17 AM

OK, what company you worked with, if I may ask?

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 12/04/2015 09:12 AM

no worries! I got on phone with a travel company and worked it all out...air, skis, hotel, lift ticket...whole nine yards...Jeffrey has approved it and I am filling the paper work out now! But thanks...i do need you to do soemehitg else...it will come in next mail...

Response (Natalia Molotkova) 12/04/2015 09:10 AM

Yes, I can give you options... sorry, was in the trade show yesterday, should be able to provide you with options today. Any budget?

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

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

Customer ([REDACTED]) 12/03/2015 11:42 AM

Hi Natasha...we are looking for a Aspen Ski Vacation package for both [REDACTED] ([REDACTED]) and [REDACTED]! They are flexible with dates somewhat: Dec. 26-Jan 1...or Dec. 27- Jan 2...or Dec. 28-Jan 3 ...or Dec. 29-Jan 4? Can you see if you have anything available...perhaps the Aspen Square Condominiums...? should include the skis, lift tickets, etc

Response (Administrator) 12/03/2015 11:42 AM

I am currently out of the office with no access to voicemail or email returning on Dec 4th. My normal office hours are 9am to 5:30pm EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate or email [REDACTED] Have a wonderful day! Best regards, Natalia Molotkova

[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.

© 2015 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

[REDACTED]