

From: Natalia Molotkova <[REDACTED]>

To: "[REDACTED]" <[REDACTED]>

Subject: Change return to Sec. 8th [REDACTED] [Email Ref: 151119-000879]

Date: Thu, 19 Nov 2015 14:07:53 +0000

Attachments: [REDACTED] - [REDACTED]

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

 Centurion Banner

Response (Natalia Molotkova) 11/19/2015 09:07 AM

Sorry, 9th, changing...

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]
[REDACTED]

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

Response (Natalia Molotkova) 11/19/2015 09:05 AM

Sure, to the 8th?

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]
[REDACTED]

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

Response (Administrator) 11/19/2015 07:42 AM

Thank you for your message. I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30am to 7:00pm (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, RM Natalia Molotkova

Customer ([REDACTED]) 11/19/2015 07:42 AM

Morning! I am now being told to change the ticket back to return on 9th! Can you please change again for me?! Sent from my iPhone

Response (Administrator) 11/18/2015 07:55 PM

Thank you for your message. I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30am to 7:00pm (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, RM Natalia Molotkova

Customer ([REDACTED]) 11/18/2015 07:55 PM

Haha! Do it! Sent from my iPhone

Response (Natalia Molotkova) 11/18/2015 07:26 PM

Fare will be 541.40USD, new itinerary is on its way - OMG that is so cheap.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]
[REDACTED]

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

Response (Natalia Molotkova) 11/18/2015 07:25 PM

Checking...

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]
[REDACTED]

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

Response (Administrator) 11/18/2015 07:24 PM

Thank you for your message. I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30am to 7:00pm (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, RM Natalia Molotkova

Customer ([REDACTED]) 11/18/2015 07:24 PM

Please change the return to Sec. 8th. Same flight or later!! Thx Sent from my iPhone
Begin forwarded message:

From: "American Express Travel" <itinerary@myamextravel.com> **Date:** November 18, 2015 at 4:19:12 PM EST **To:** [REDACTED] **Subject:** Itinerary for [REDACTED] 05DEC15 [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 Centurion Travel Service at 1-[REDACTED].

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 Centurion 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:

[View your Digital Itinerary](#)

Saturday 05 Dec 15

Other Information

CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

Other Information

CITIZENS OF RUSSIAN FEDERATION- PASSPORT MUST BE VALID FOR THE PERIOD OF INTENDED STAY

Flight Information

Date	05 Dec 2015
Airline	Aeroflot
Airline Record Locator	████████
Flight/Class	SU100 Q Economy Class
Origin	Moscow, Sheremetyevo
Destination	New York, John F Kennedy International
Departing	09:50 AM
Arriving	12:35 PM
Departure Terminal	Terminal D - Domestic/Intl
Arrival Terminal	Terminal 1
Estimated Time	10 Hrs 45 Mins
Stops	Non-stop
Seats	Unassigned

Confirmed

Wednesday 09 Dec 15

Flight Information

Date	09 Dec 2015
Airline	Aeroflot
Airline Record Locator	████████
Flight/Class	SU103 T Economy Class
Origin	New York, John F Kennedy International
Destination	Moscow, Sheremetyevo
Departing	07:20 PM

Arriving	12:25 PM / 10 Dec 2015
Departure Terminal	Terminal 1
Arrival Terminal	Terminal D - Domestic/Intl
Estimated Time	9 Hrs 5 Mins
Stops	Non-stop
Seats	Unassigned

Confirmed

Entry and Exit Information for Travel

American Express strongly recommends that you periodically review www.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at <http://www.americanexpress.com/privacy>.

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.

Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other

business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Iowa: TA# 669 Registered Iowa Travel Agency.

[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

Ref#151119-000879