

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Change Janusz ticket (NY-PB) to Thursday (Rec. Loc#AGJNIL) [Email Ref: 151028-000059]
Date: Tue, 27 Oct 2015 14:24:30 +0000

YES! thanks

On Oct 27, 2015, at 10:23 AM, 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) 10/27/2015 10:23 AM

Will be 220.00USD add collect (\$200 change fee and \$20 difference in fare), may I change?
Regards, Natalia Molotkova Centurion Relationship
Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday
10:30am to 7:00pm EST

Customer (lesley.jee@gmail.com) 10/27/2015 10:21 AM
Yes! Sent from my iPhone

Response (Natalia Molotkova) 10/27/2015 10:17 AM

Will Delta at 229pm work? Regards, Natalia Molotkova Centurion Relationship
Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday
10:30am to 7:00pm EST

Customer ([REDACTED]) 10/27/2015 10:06 AM
no prob! thanks

Response (Natalia Molotkova) 10/27/2015 10:01 AM

I am on it, sorry for OOO message. I don't know how to fix it... Regards, Natalia Molotkova
Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours:
Monday through Friday 10:30am to 7:00pm EST

Response (Administrator) 10/27/2015 10:00 AM

Thank you for your message. I am currently away from the office and will return on Tuesday,
Oct. 27. My normal office hours are 9:00 am to 5:30 pm (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 Associate Relationship Manager or
email centurionsupport@centurion.com. Thank you and have a lovely day!! Best Regards
Summer Chow

Chow | Centurion Relationship Manager American Express TLS HK Limited (License no.
353929) Suites 1701-3 & 1712-14, 17/F., Cityplaza 4, No. 12 Taikoo Wan Road, Taikoo
Shing, Hong Kong | (852) 8100 6146 | 6 (852) 2563 1212 | * [REDACTED] |
www.americanexpress.com.hk P Save a tree...please do not print this email unless you
really need to

Customer (lesley.jee@gmail.com) 10/27/2015 10:00 AM

EFTA00336971

Morning Natasha...we need to change Janusz's ticket back to PB to this Thursday Oct. 29th (Louella will keep her current ticket as is...she will go home today, only changing Janusz) Please find a flight around 2pm, coach, any airport...let me know if we have a choice and cost! thanks, Lesley

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Ref#151028-000059