

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Flight for Karyna [REDACTED] needs to be changed ASAP! [Email Ref: 151016-000604]
Date: Fri, 16 Oct 2015 13:42:00 +0000

OH NO! \$11 more...???!!!
it is ok... :)
thanks for letting me know!

On Oct 16, 2015, at 9:39 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) 10/16/2015 09:39 AM

Lesley, fare today is 11.00 USD more. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 10:30am to 7:00pm EST

Response (Administrator) 10/16/2015 09:03 AM

THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 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 Centurion Support Associate. Have a wonderful day!

Customer [REDACTED] 10/16/2015 09:03 AM

Super. Thx Sent from my iPhone

Response (Natalia Molotkova) 10/16/2015 08:56 AM

OK, will issue one way ticket is on its way!!! Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 10:30am to 7:00pm EST

Response (Administrator) 10/16/2015 08:12 AM

THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 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 Centurion Support Associate. Have a wonderful day!

Customer [REDACTED] 10/16/2015 08:12 AM

Morning! thank you again SO much for helping out last night...
Keep [REDACTED] in the premium economy cabin direct ...it's a long flight and a long day for her!

Response (Natalia Molotkova) 10/15/2015 07:14 PM

Lesley, We solved the problem. I voided Aeroflot tickets for both girls and put the on Polish Airlines at 10:30 pm departure, the fare for one way was \$2408.40 per ticket. We need to discuss what to do with [REDACTED] return flight from Paris to New York. If we are keeping is

as we booked, in premium economy cabin, one way fare will be \$2941.60 fully refundable, or we can change it to coach, fare will be \$2831.60, not a big difference. Or should I look for one way coach in the evening with stop at a lower price? Regards, Natalia Molotkova
Centurion Relationship Manager [REDACTED] Hours:
Monday through Friday 10:30am to 7:00pm EST

Customer [REDACTED] 10/15/2015 05:54 PM

Sent from my iPhone

Customer [REDACTED] 10/15/2015 05:51 PM

Call then at (612) 615-1001 Sent from my iPhone

Response (Natalia Molotkova) 10/15/2015 05:49 PM

I haven't received any call, what is their cell number? Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] Hours: Monday through Friday 10:30am to 7:00pm EST

Customer (lesley.jee@gmail.com) 10/15/2015 05:48 PM

Karyna and [REDACTED] calling you! [REDACTED] does not have correct visa to go through Mspcow ! Sent from my iPhone

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