From: [redacted]>
To: Natalia Molotkova <[redacted]>
Subject: Re: Change Date for [redacted] to Moscow (Rec [redacted]) [Email Ref: [redacted]]
Date: Fri, 21 Aug 2015 15:49:49 +0000

Ok thx

Sent from my iPhone

On Aug 21, 2015, at 11:39 AM, Natalia Molotkova <[redacted]> wrote:

> Centurion Banner
> **Response (Natalia Molotkova) 08/21/2015 11:39 AM**
> OK, I can extend December 17th - the hold time - till August 25.
>
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> ---
>
> **Response (Administrator) 08/20/2015 07:07 PM**
> 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]) 08/20/2015 07:06 PM**
> Hi Natasha…just let the ticket go…whew will not return on Aug. 31….and she will not go back before Oct. 31.
>
> Still not sure on December ticket…just keep it reserved for now…when does reservation expire?
>
> On Aug 20, 2015, at 6:52 PM, Natalia Molotkova <[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/20/2015 06:52 PM
> > Ok, I was right, the ticket - return portion - can be reused up to 345 days after the last stopover - that was outbound flight on November 21st 2014, so December 2015 is after 345 days. So we can change return only to depart by October 31st with add collect 111.00USD. For December will be new one way ticket. Let me know what you want to do.
> > Regards,
> > Natalia Molotkova

> Centurion Relationship Manager
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 01:33 PM
> perfect thanks
>
> On Aug 18, 2015, at 1:14 PM, Natalia Molotkova <[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 01:14 PM
> > Ok, let us see what rate desk will say...
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 01:09 PM
> > Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.
> >
> > Sent from my iPhone
> >
> > > On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <[redacted]> wrote:
> > >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> > > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> > > I will...
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:39 PM

> > > ok, so when they get back to you (up to 48 hours from now) just let me know!
> > >
> > > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > > >
> > > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > > >
> > > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > > >
> > > > > >
> > > > > >
> > > > > >
> > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > > >
> > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > > > > Regards,
> > > > > > Natalia Molotkova
> > > > > > Centurion Relationship Manager
> > > > > > [redacted]
> > > > > > [redacted]
> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > >
> > > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > > Sure, let me have a look..
> > > > > > Regards,
> > > > > > Natalia Molotkova
> > > > > > Centurion Relationship Manager
> > > > > > [redacted]
> > > > > > [redacted]
> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > >
> > > > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > > >
> > > > > > Thanks, [redacted]
> > > > > >
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> > > > > > >> Friday 03 Jul 15
> > > > > > >> Other Information
> > > > > > >>
> > > > > > >> CITIZENS OF [redacted] MUST CARRY A VALID PASSPORT
> > > > > > >> Monday 31 Aug 15
> > > > > > >> Flight Information
> > > > > > >>
> > > > > > >> Date 31 Aug 2015
> > > > > > >> Airline Aeroflot
> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > > >> Stops Non-stop
> > > > > > >> Seats [redacted]
> > > > > > >> Confirmed
> > > > > > >> Entry and Exit Information for Travel
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> > > > > > >> American Express strongly recommendsthatyouperiodicallyreviewwww.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.
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> > > > > > >>
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> > > > > > >> 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.

> > > > > > >>
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> > > > > > >>
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> > > > > > >>
> > > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > > please note
> > > > > > > The information contained in this communication is
> > > > > > > confidential, may be attorney-client privileged, may
> > > > > > > constitute inside information, and is intended only for
> > > > > > > the use of the addressee. It is the property of
> > > > > > > JEE
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> > > > > > > communication or any part thereof is strictly prohibited
> > > > > > > and may be unlawful. If you have received this
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> > > > > >
> > > > > > 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 unde rs ta nd s an d 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.
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> > > > > >
> > > > > >
> > > > > > [redacted]
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]

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> > > > > Centurion Relationship Manager
> > > > > [redacted]
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> > > > >
> > > > > Thanks, [redacted]
> > > > >
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> > > > > > >
> > > > > > > > From: "American Express Travel" <[redacted]>
> > > > > > > > Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > > > To: [redacted]
> > > > > > > > Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > > > > > http://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:
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> > > > > > > >
> > > > > > > > Friday 03 Jul 15
> > > > > > > > Other Information

> > > > > >>
> > > > > >> CITIZENS OF [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
> > > > > >> Flight Information
> > > > > >>
> > > > > >> Date 31 Aug 2015
> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
> > > > > >> Destination Moscow, Sheremetyevo
> > > > > >> Departing 07:10 PM
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > >> Departure Terminal Terminal 1
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > >> Stops Non-stop
> > > > > >> Seats [redacted]
> > > > > >> Confirmed
> > > > > >> Entry and Exit Information for Travel
> > > > > >>
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> > > > > >>
> > > > > >> 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.
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> > > > > > please note
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > > ok thanks
> > > >
> > > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
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> > > > >
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> > > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > > > >
> > > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > > >
> > > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > > >
> > > > > >
> > > > > >
> > > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > > > > 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]) 08/18/2015 07:48 AM
> > > > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > > > >
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> > > > > > > > >
> > > > > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT

> > > > > > >> To: [redacted]
> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
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> > > > > > >> CITIZENS OF [redacted] MUST CARRY A VALID PASSPORT
> > > > > > >> Monday 31 Aug 15
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> > > > > > >> Airline Aeroflot
> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
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> > > > > > >> American Express strongly recommendsthatyouperiodicallyreviewwww.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.
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> > > > > > > >> 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
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> > > > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > > please note
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> > > > > > > Privacy Statement | Visit the Centurion Card website
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pleasevisitusatamericanexpress.com/phishing.
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> > > > > > > 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 unde rs ta nd s an d 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.
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> > > > > >> See attached itinerary PDF or link for full terms and conditions.

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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
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> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > > >> Stops Non-stop
> > > > > > >> Seats [redacted]

> > > > > >> Confirmed
> > > > > >> Entry and Exit Information for Travel
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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > >> 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.
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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.
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won’t hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]

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> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
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> > > > >>
> > > > >> 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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF[redacted]MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
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> > > > >> 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.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > > >
> > > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > > >
> > > > > > >
> > > > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December,

due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Administrator) 08/18/2015 07:48 AM
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> > > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
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> > > > > > >
> > > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > > >> To: [redacted]
> > > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > > > >> If airline tickets are purchased for this itinerary:
> > > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > > > >> http://myamextravel.com/baggage
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> > > > > > > >> 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:
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> > > > > >> Date 31 Aug 2015
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> > > > > >> Airline Record Locator [redacted]
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> > > > > >> Origin New York, John F Kennedy International
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> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > >> Departure Terminal Terminal 1
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
> > > > >>
> > > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > > >>
> > > > >> 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.
> > > > >>

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> > > > >>
> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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> > > >
> > > >
> > > > [redacted]
> > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > ok thanks
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova

> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
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> > > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 [redacted]
> > > > > >>
> > > > > >> If airline tickets are purchased for this itinerary:
> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > >> http://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:
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> > > > > >> Other Information
> > > > > >>
> > > > > >> CITIZENS OF [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
> > > > > >> Flight Information
> > > > > >>
> > > > > >> Date 31 Aug 2015
> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
> > > > > >> Destination Moscow, Sheremetyevo
> > > > > >> Departing 07:10 PM
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > >> Departure Terminal Terminal 1
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > >> Stops Non-stop
> > > > > >> Seats [redacted]
> > > > > >> Confirmed
> > > > > >> Entry and Exit Information for Travel
> > > > > >>
> > > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.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

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> > > > > >>
> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > > >>
> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > >> 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.
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> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel

Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > please note
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> > > > > > constitute inside information, and is intended only for
> > > > > > the use of the addressee. It is the property of
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> > > > >> http://myamextravel.com/baggage
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> > > > >> 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:
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> > > > >> Friday 03 Jul 15
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> > > > >> CITIZENS OF [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
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> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
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> > > > >>
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > > >
> > > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 [redacted]
> > > > > >>
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> > > > >> Stops Non-stop
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> > > > >> 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
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >
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> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > Centurion Relationship Manager
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> > > [redacted]
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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 i nactions 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 pleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

> > >

> > >

> > > [redacted]

> >

> > From: [redacted]>

> > Content-Type: multipart/alternative;

> > boundaryple-Mail-B39BF4A2-F1F8-4A9D-AD07-66B381C04D9D

> >

> > Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.

> >

> > Sent from my iPhone

> > On Aug 18, 2015, at 12:46 PM, Natalia Molotkova < [redacted]

> wrote:

> >

> >

> >

> >

> >

> >

> >

> >

> >

> > Response (Natalia Molotkova) 08/18/2015 12:46 PM

> >

> >

> > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?

> >

> >

> > Regards,

> >

> > Natalia Molotkova

> >

> > Centurion Relationship Manager

> >

> > [redacted]

> >

> > [redacted]

> >

> > Hours: Monday through Friday 10:30am to 7:00pm EST

> >

> >

> >
> > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> >
> >
> > I will...
> >
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> >
> >
> > Customer ([redacted]) 08/18/2015 12:39 PM
> >
> >
> > ok, so when they get back to you (up to 48 hours from now) just let me know!
> >
> > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova < [redacted]
> wrote:
> >
> > >
> >
> > >
> >
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> >
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to
rate desk.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > >
> >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> >

> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > >
> >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >
> >
> > > >
> >
> > > > >
> >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > > > Regards,
> >
> > > > > Natalia Molotkova
> >
> > > > > Centurion Relationship Manager
> >
> > > > > [redacted]
> >
> > > > > [redacted]
> >
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > > > >
> >
> > > > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > > > >
> >
> > > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > > > >
> >
> > > > > >
> >
> > > > > > >
> >
> > > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > > > > > [redacted], according to the fare rules, we can't change the return date to December,

due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > > > >
> >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > > > Regards,
> >
> > > > > Natalia Molotkova
> >
> > > > > Centurion Relationship Manager
> >
> > > > > [redacted]
> >
> > > > > [redacted]
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> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > >
> >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > > > Sure, let me have a look..
> >
> > > > > Regards,
> >
> > > > > Natalia Molotkova
> >
> > > > > Centurion Relationship Manager
> >
> > > > > [redacted]
> >
> > > > > [redacted]
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> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> >
> > > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!

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> > > > > Thanks, [redacted]
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> >
> > > > > >> From: "American Express Travel" < [redacted] >
> >
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > > > >> To: [redacted]
> >
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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].
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> > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > >> http://myamextravel.com/baggage
> >
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> > > > > >> 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:
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> > > > > > Friday 03 Jul 15
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> > > > > > Other Information
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> > > > > >>
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> > > > > > CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> >
> > > > > > Monday 31 Aug 15
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> > > > > > Flight Information
> >
> > > > > >>
> >
> > > > > > Date 31 Aug 2015
> >
> > > > > > Airline Aeroflot
> >
> > > > > > Airline Record Locator [redacted]
> >
> > > > > > Flight/Class SU103 L Economy Class
> >
> > > > > > Origin New York, John F Kennedy International
> >
> > > > > > Destination Moscow, Sheremetyevo
> >
> > > > > > Departing 07:10 PM
> >
> > > > > > Arriving 11:25 AM / 01 Sep 2015
> >
> > > > > > Departure Terminal Terminal 1
> >
> > > > > > Arrival Terminal Terminal D - Domestic/Intl
> >
> > > > > > Estimated Time 9 Hrs 15 Mins
> >
> > > > > > Stops Non-stop
> >
> > > > > > Seats [redacted]
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> > > > > > Confirmed
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> > > > > > Entry and Exit Information for Travel
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> > > > > >>
> >
> > > > > > American Express strongly recommendsthatyouperiodicallyreviewwww.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.

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>>>>>>> See attached itinerary PDF or link for full terms and conditions.
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>>>>>>> PDF itinerary attachment:
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>>>>>>> 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.
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>>>>>>> http://www.adobe.com/products/acrobat/readstep.html
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>>>>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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>>>>>>> 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.
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>>>>>>>
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>>>>>>>
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>>>>>>> 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 w e ma
> > y en t er 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.
> >
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> > > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > > please note
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> > > > > > > The information contained in this communication is
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> > > > > > > confidential, may be attorney-client privileged, may
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> > > > > > > constitute inside information, and is intended only for
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> > > > > > > the use of the addressee. It is the property of
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> > > > > > > Unauthorized use, disclosure or copying of this
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> > > > > > > communication or any part thereof is strictly prohibited
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> > > > > > and may be unlawful. If you have received this
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> > > > > > communication in error, please notify us immediately by
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> > > > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > > > destroy this communication and all copies thereof,
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> > > > > > including all attachments. copyright -all rights reserved
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> > > > > Privacy Statement | Visit the Centurion Card website
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> > > > > To learn more about e-mail security or report a suspicious e-mail, pleasevisitusatamericanexpress.com/phishing .
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> > s an d 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.
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> >
> > > > >
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> >
> > > > > [redacted]
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> >
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> > > > Thanks, [redacted]
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> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > > >> To: [redacted]
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> > > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > > >> http://myamextravel.com/baggage
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> > > > > > >> 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:
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > >> Monday 31 Aug 15
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> > > > >> Flight Information
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> > > > >>
> >
> > > > >> Date 31 Aug 2015
> >
> > > > >> Airline Aeroflot
> >
> > > > >> Airline Record Locator [redacted]
> >
> > > > >> Flight/Class SU103 L Economy Class
> >
> > > > >> Origin New York, John F Kennedy International
> >
> > > > >> Destination Moscow, Sheremetyevo
> >
> > > > >> Departing 07:10 PM
> >
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> >
> > > > >> Departure Terminal Terminal 1
> >
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> Stops Non-stop
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> > > > >> Seats [redacted]
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.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.
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> 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.
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> 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.
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> > > > > constitute inside information, and is intended only for
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> > > > > the use of the addressee. It is the property of
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> > > > > and may be unlawful. If you have received this
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> > > > 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 understa nd s
> > an d 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.
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> > na ctions 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 pleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > >
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> > > >
> >
> > > > [redacted]
> >
> > > Customer ([redacted]) 08/18/2015 12:00 PM
> >
> > > ok thanks
> >
> > >
> >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
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> > >
> >
> > > >
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> >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >

> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > >
> >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > > > > >
> >
> > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > > > > Regards,
> >
> > > > > > Natalia Molotkova
> >
> > > > > > Centurion Relationship Manager
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> > > > > > [redacted]
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> > > > > > [redacted]
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> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> > > > > > Sure, let me have a look..
> >
> > > > > > Regards,
> >
> > > > > > Natalia Molotkova

> >
> > > > > Centurion Relationship Manager
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> > > > > [redacted]
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> > > > > [redacted]
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> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > Response (Administrator) 08/18/2015 07:48 AM
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> > > > > 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]) 08/18/2015 07:48 AM
> >
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > > Thanks, [redacted]
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> > > > > >> From: "American Express Travel" < [redacted] >
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> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > >> To: [redacted]
> >
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > >> 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].
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> > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > >> http://myamextravel.com/baggage
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> > > > > >> 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:
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > > >> Monday 31 Aug 15
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> > > > > >> Flight Information
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> > > > > >>
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> > > > > >> Date 31 Aug 2015
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> > > > > >> Airline Aeroflot
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> > > > > >> Airline Record Locator [redacted]
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> > > > > >> Flight/Class SU103 L Economy Class
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> > > > > >> Origin New York, John F Kennedy International
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> > > > > >> Destination Moscow, Sheremetyevo
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> > > > > >> Departing 07:10 PM
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> > > > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > > > >> Departure Terminal Terminal 1
> >
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > > >> Stops Non-stop
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> > > > > >> Seats [redacted]
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> > > > > >> American Express strongly recommendsthatyouperiodicallyreviewwww.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.
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> > > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > > >> PDF itinerary attachment:
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> > > > > >> 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.
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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> > > > > >> 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.
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> > y en t er 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.
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> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > Thanks, [redacted]
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> > > > >> From: "American Express Travel" < [redacted] >
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> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > >> To: [redacted]
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> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > >> Monday 31 Aug 15
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> > > > >> Flight Information
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> > > > >> Date 31 Aug 2015
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> > > > >> Airline Aeroflot
> >
> > > > >> Airline Record Locator [redacted]
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> > > > >> Flight/Class SU103 L Economy Class
> >
> > > > >> Origin New York, John F Kennedy International
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> > > > >> Destination Moscow, Sheremetyevo
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> > > > >> Departing 07:10 PM
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> > > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > > >> Departure Terminal Terminal 1
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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> 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.
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > 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 understa nd s
> > an d 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.
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> > na ctions 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 pleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> >
> > > >
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> > > >
> >
> > > > [redacted]
> >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >

> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > > > Regards,
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> > > > > > Natalia Molotkova
> >
> > > > > > Centurion Relationship Manager
> >
> > > > > > [redacted]
> >
> > > > > > [redacted]
> >
> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST

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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> > > > Sure, let me have a look..
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> > > > Regards,
> >
> > > > Natalia Molotkova
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> > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Administrator) 08/18/2015 07:48 AM
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> > > > 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]) 08/18/2015 07:48 AM
> >
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > Thanks, [redacted]
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> > > > > > >> From: "American Express Travel" < [redacted] >
> >
> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > > > > >> To: [redacted]
> >

> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> 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].
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > >> http://myamextravel.com/baggage
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> > > > >> 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:
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> > > > >> Friday 03 Jul 15
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> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > >> Monday 31 Aug 15
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> > > > >> Flight Information
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> > > > >> Date 31 Aug 2015
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> > > > >> Airline Aeroflot

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> > > > >> Airline Record Locator [redacted]
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> > > > >> Flight/Class SU103 L Economy Class
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> > > > >> Origin New York, John F Kennedy International
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> > > > >> Destination Moscow, Sheremetyevo
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> > > > >> Departing 07:10 PM
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> > > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > > >> Departure Terminal Terminal 1
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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> Stops Non-stop
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> > > > >> Seats [redacted]
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> > > > >> Confirmed
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> > > > >> Entry and Exit Information for Travel
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.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.
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> > > > >> 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 .
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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> > > > >> 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.

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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> 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.
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> > > > >> 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.
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> > > > >> 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 ma y
> > en t er 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.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel

Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > The information contained in this communication is
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> > > > > constitute inside information, and is intended only for
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> > > > > the use of the addressee. It is the property of
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> > > > > destroy this communication and all copies thereof,
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
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> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
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> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > >> Monday 31 Aug 15
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> > > >> Flight Information
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
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> > > >> Origin New York, John F Kennedy International
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> > > >> Destination Moscow, Sheremetyevo
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> > > >> Departing 07:10 PM
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> > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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review the American Express Privacy Statement at http://www.americanexpress.com/privacy
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> 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.
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> > > > confidential, may be attorney-client privileged, may
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> > > > constitute inside information, and is intended only for
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> > > > the use of the addressee. It is the property of
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> > > [redacted]
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> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
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> >
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
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> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> >
> >
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can… but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [redacted] > wrote:
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> > >
> > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > >
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > >
> > > > Regards,
> > >
> > > > Natalia Molotkova
> > >
> > > > Centurion Relationship Manager
> > >
> > > > [redacted]

> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > > >
> >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
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> > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > > Sure, let me have a look..
> >

> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> >
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > Thanks, [redacted]
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> > > > >> From: "American Express Travel" < [redacted] >
> >
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > > >> To: [redacted]
> >
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> 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].

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>>>>>> If airline tickets are purchased for this itinerary:
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>>>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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>>>>>> http://myamextravel.com/baggage
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>>>>>> 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:
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>>>>>> Friday 03 Jul 15
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>>>>>> Other Information
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>>>>>> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
>>
>>>>>> Monday 31 Aug 15
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>>>>>> Flight Information
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>>>>>> Date 31 Aug 2015
>>
>>>>>> Airline Aeroflot
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>>>>>> Airline Record Locator [redacted]
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>>>>>> Flight/Class SU103 L Economy Class
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>>>>>> Origin New York, John F Kennedy International
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> > > > >> Destination Moscow, Sheremetyevo
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> > > > >> Departing 07:10 PM
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> > > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > > >> Departure Terminal Terminal 1
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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> Stops Non-stop
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> > > > >> Seats [redacted]
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> > > > >> Confirmed
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> > > > >> Entry and Exit Information for Travel
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.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.
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> > > > >> 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 .
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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> > > > >> 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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> 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.
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> > > > >> 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.
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> > > > >> 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 ma y
> > en t er 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.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > The information contained in this communication is
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> > > > > constitute inside information, and is intended only for
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> > > > > the use of the addressee. It is the property of
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> > > > > communication or any part thereof is strictly prohibited
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> > > > > and may be unlawful. If you have received this
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> > > > > communication in error, please notify us immediately by
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> > > > > destroy this communication and all copies thereof,
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> > > > Privacy Statement | Visit the Centurion Card website
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> > > > 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 understa nd s
> > an d 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.
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> > na ctions 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 pleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
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> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > >> To: [redacted]
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> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >>
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> 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:
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> > > >> Friday 03 Jul 15
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> >
> > > >> Monday 31 Aug 15
> >
> > > >> Flight Information

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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
> >
> > > >> Origin New York, John F Kennedy International
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> > > >> Destination Moscow, Sheremetyevo
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> > > >> Departing 07:10 PM
> >
> > > >> Arriving 11:25 AM / 01 Sep 2015
> >
> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> Seats [redacted]
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> 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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> 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.
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> > > > The information contained in this communication is
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> > > > confidential, may be attorney-client privileged, may
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> > > > constitute inside information, and is intended only for
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> > > > the use of the addressee. It is the property of
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> > > > Unauthorized use, disclosure or copying of this
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> > d 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.
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> > > [redacted]
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> >
> > ok thanks
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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> > > > Sure, let me have a look..
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> > > > Regards,
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> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
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> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Administrator) 08/18/2015 07:48 AM
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> > > > 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]) 08/18/2015 07:48 AM
> >
> > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > Thanks, [redacted]
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> > > > > > >> From: "American Express Travel" < [redacted] >
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> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > > >> To: [redacted]
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> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > > >> 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].
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> > > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > > >> http://myamextravel.com/baggage
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> > > > > > >> 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:
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> > > > >> Friday 03 Jul 15
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> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > >> Monday 31 Aug 15
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> > > > >> Flight Information
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> > > > >> Date 31 Aug 2015
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> > > > >> Airline Aeroflot
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> > > > >> Airline Record Locator [redacted]
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> > > > >> Flight/Class SU103 L Economy Class
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> > > > >> Origin New York, John F Kennedy International
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> > > > >> Destination Moscow, Sheremetyevo
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> > > > >> Departing 07:10 PM
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> > > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > > >> Departure Terminal Terminal 1
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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> Stops Non-stop
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> > > > >> Seats [redacted]
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> > > > >> Entry and Exit Information for Travel
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.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.
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> > > > >> 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 .
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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> > > > >> 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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> 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.
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> > > > >> 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

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> > en t er 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.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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> > > > > The information contained in this communication is
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> > > > > constitute inside information, and is intended only for
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> > > > > Unauthorized use, disclosure or copying of this
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> > > > > communication or any part thereof is strictly prohibited
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> > > > > and may be unlawful. If you have received this
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> > > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > 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 understa nd s
> > an d 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.
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pleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > > [redacted]
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> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
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> > > > > > >> To: [redacted]
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> > > >> Flight/Class SU103 L Economy Class
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> > > >> Origin New York, John F Kennedy International
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> > > >> Destination Moscow, Sheremetyevo
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> > > >> Departing 07:10 PM
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> > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> 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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > the use of the addressee. It is the property of
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> > d 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.
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> > > [redacted]
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> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
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> >
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> >
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova < [redacted]
> wrote:
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> > > > > >> 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:
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > >> Monday 31 Aug 15
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> > > >> Flight Information
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
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> > > >> Origin New York, John F Kennedy International
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> > > >> Destination Moscow, Sheremetyevo
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> > > >> Departing 07:10 PM
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> > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Seats [redacted]
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > >> 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 .
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> 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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> 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.
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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.
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> > > >> 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 ma y en
> > t er 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.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
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> > > > The information contained in this communication is
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> > > > confidential, may be attorney-client privileged, may
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> > > > the use of the addressee. It is the property of
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> > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > 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 understand s an
> > d 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.
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> > ctions 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 visitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > [redacted]
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> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> >
> > Sure, let me have a look..

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> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
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> > [redacted]
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> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > Response (Administrator) 08/18/2015 07:48 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!
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> > Customer ([redacted]) 08/18/2015 07:48 AM
> >
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> >
> > Thanks, [redacted]
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> > From: "American Express Travel" < [redacted] >
> >
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > >> To: [redacted]
> >
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >> 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].
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> > >> If airline tickets are purchased for this itinerary:
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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > >> http://myamextravel.com/baggage
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > >> Date 31 Aug 2015
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> > >> Airline Aeroflot
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> > >> Airline Record Locator [redacted]
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> > >> Flight/Class SU103 L Economy Class
> >
> > >> Origin New York, John F Kennedy International
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> > >> Destination Moscow, Sheremetyevo
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> > >> Departing 07:10 PM
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:
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> > >> 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.
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> 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.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > confidential, may be attorney-client privileged, may
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> > > constitute inside information, and is intended only for
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> > > the use of the addressee. It is the property of
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> > Visit the Centurion Card website
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> > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing .
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> > 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 pleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> >
> >
> > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> > I will...
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]

> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:39 PM
> > ok, so when they get back to you (up to 48 hours from now) just let me know!
> >
> > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you

want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
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> > > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > > >> http://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:

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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > > >> Flight/Class SU103 L Economy Class
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> > > > > >> American Express strongly recommendsthatyouperiodicallyreviewwww.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.
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> > > > > >> 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.
> > > > > >>
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> > > > > >>
> > > > > >> 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 w e ma y en t er 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.
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,

> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
> > > > >>
> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >
> > > >
> > > > [redacted]
> > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > ok thanks
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager

> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
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> > > > > >
> > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > >> To: [redacted]
> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > > > >> http://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:
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> > > > > > >> Friday 03 Jul 15
> > > > > > >> Other Information
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> > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > >> Monday 31 Aug 15
> > > > > > >> Flight Information
> > > > > > >>
> > > > > > >> Date 31 Aug 2015
> > > > > > >> Airline Aeroflot
> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > > >> Stops Non-stop
> > > > > > >> Seats [redacted]
> > > > > > >> Confirmed
> > > > > > >> Entry and Exit Information for Travel
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> > > > > > >> American Express strongly recommendsthatyouperiodicallyreviewwww.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.

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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > >> 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.
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> > > > > >>
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
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> > > > >> http://myamextravel.com/baggage
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> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
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> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
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> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.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.
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> > > > >>
> > > > >> 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.
> > > > >>
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> > > > >>
> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
> > > > > The information contained in this communication is
> > > > > confidential, may be attorney-client privileged, may
> > > > > constitute inside information, and is intended only for
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> > > > To learn more about e-mail security or report a suspicious e-mail, please visitusatamericanexpress.com/phishing.
> > > >
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0126
> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > > >
> > > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
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> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
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> > > > Response (Administrator) 08/18/2015 07:48 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!

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> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
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> > > > > >> Airline Record Locator [redacted]
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> > > > > >> Stops Non-stop

> > > > >> Seats [redacted]
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> 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.
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> > > > >> 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.
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> > > > > please note
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> > > > > constitute inside information, and is intended only for
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> > > > Entry and Exit Information for Travel
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> > > > American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > >>
> > > >> 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.
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> > > >> 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 ma y en t er 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. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can… but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due

to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > > > > >
> > > > > > > >
> > > > > > > >
> > > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > > >> To: [redacted]
> > > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
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> > > > >>
> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.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.
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> > > > >> 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.
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> > > > > please note
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> > > > > including all attachments. copyright -all rights reserved
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> > > > >
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,

> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Thanks, [redacted]
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> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > >>
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> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://myamextravel.com/baggage
> > > > >>
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> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >
> > >
> > > [redacted]
> > Customer ([redacted]) 08/18/2015 12:00 PM
> > ok thanks
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
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> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]

> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > >>
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> 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.
> > > > >>
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> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel

> > > >>
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> 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.
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > Sure, let me have a look..
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> >
> > Thanks, [redacted]
> >
> > >
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> > >
> > >> From: "American Express Travel" <[redacted]>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [redacted]
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
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> > >>
> > >> 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:
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> > >>
> > >> Friday 03 Jul 15
> > >> Other Information
> > >>
> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > >> Monday 31 Aug 15
> > >> Flight Information
> > >>
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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]
> Response (Natalia Molotkova) 08/18/2015 01:14 PM
> Ok, let us see what rate desk will say...
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 01:09 PM
> Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.
>
> Sent from my iPhone
>
> > On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <[redacted]> wrote:
> >
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> > I will...
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:39 PM
> > ok, so when they get back to you (up to 48 hours from now) just let me know!
> >
> > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <[redacted]> wrote:
> >

> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]

> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > Response (Administrator) 08/18/2015 07:48 AM
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> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
> > > > > > >
> > > > > > >
> > > > > > >
> > > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > > >> To: [redacted]
> > > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > > > > >> http://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:
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> > > > > > > >> Friday 03 Jul 15
> > > > > > > >> Other Information

> > > > > >>
> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
> > > > > >> Flight Information
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> > > > > >> Departing 07:10 PM
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> > > > > >> Departure Terminal Terminal 1
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,

> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>

> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
> > > > >>
> > > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > > >> PDF itinerary attachment:
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> > > > >>
> > > > >> 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.
> > > > >>
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> > > > >>
> > > > >> 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 ma y en t er 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. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing.
> > > >
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> > > >
> > > >
> > > > [redacted]
> > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > ok thanks
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Administrator) 08/18/2015 07:48 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!
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> > > > > >
> > > > > Thanks, [redacted]
> > > > > >
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> > > > > > >
> > > > > > >
> > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > >> To: [redacted]
> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > > >> http://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:
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> > > > > >> Friday 03 Jul 15
> > > > > >> Other Information
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
> > > > > >> Flight Information
> > > > > >>
> > > > > >> Date 31 Aug 2015
> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
> > > > > >> Destination Moscow, Sheremetyevo
> > > > > >> Departing 07:10 PM
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > >> Departure Terminal Terminal 1
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > >> Stops Non-stop
> > > > > >> Seats [redacted]
> > > > > >> Confirmed
> > > > > >> Entry and Exit Information for Travel
> > > > > >>
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> > > > > >> See attached itinerary PDF or link for full terms and conditions.
> > > > > >>

> > > > > >> PDF itinerary attachment:
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> > > > > >>
> > > > > >> 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.
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> > > > > Privacy Statement | Visit the Centurion Card website
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> > > > >
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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
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> > > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > > >> 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
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >>
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> > > > >>
> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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> > > > > confidential, may be attorney-client privileged, may
> > > > > constitute inside information, and is intended only for
> > > > > the use of the addressee. It is the property of
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova

> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
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> > > > >
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> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >>
> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can… but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
> >
> > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
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> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
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> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > > Regards,
> > > > > > Natalia Molotkova
> > > > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
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> > > > [redacted]
> > > > [redacted]
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> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >>
> > > > >> Friday 03 Jul 15

> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
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> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
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> > > > >> Destination Moscow, Sheremetyevo
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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> Seats [redacted]
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> > > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > > >> 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.
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> > > > >> 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.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
> > > > > The information contained in this communication is
> > > > > confidential, may be attorney-client privileged, may
> > > > > constitute inside information, and is intended only for
> > > > > the use of the addressee. It is the property of
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> > > > > including all attachments. copyright -all rights reserved
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> > > > the use of the addressee. It is the property of
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing.
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> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
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> > > > >> 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
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> > > > >>
> > > > >> 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.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
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> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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].
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > >> Friday 03 Jul 15
> > > >> Other Information
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
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> > > >> Airline Aeroflot
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> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>

> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > >>
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> > > >> If airline tickets are purchased for this itinerary:
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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]
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > Sure, let me have a look..
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> >
> > Thanks, [redacted]
> >
> > >
> > >
> > >
> > >> From: "American Express Travel" <[redacted]>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [redacted]
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
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> > >> 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:
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> > >>
> > >> Friday 03 Jul 15
> > >> Other Information
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > >> Monday 31 Aug 15
> > >> Flight Information
> > >>
> > >> Date 31 Aug 2015
> > >> Airline Aeroflot
> > >> Airline Record Locator [redacted]
> > >> Flight/Class SU103 L Economy Class
> > >> Origin New York, John F Kennedy International
> > >> Destination Moscow, Sheremetyevo
> > >> Departing 07:10 PM
> > >> Arriving 11:25 AM / 01 Sep 2015
> > >> Departure Terminal Terminal 1
> > >> Arrival Terminal Terminal D - Domestic/Intl
> > >> Estimated Time 9 Hrs 15 Mins
> > >> Stops Non-stop
> > >> Seats [redacted]
> > >> Confirmed
> > >> Entry and Exit Information for Travel
> > >>
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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.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> >
> >
> > [redacted]
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> From: [redacted]>
> Content-Type: multipart/alternative;
> boundaryple-Mail-B39BF4A2-F1F8-4A9D-AD07-66B381C04D9D
>
> Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.
>
> Sent from my iPhone
> On Aug 18, 2015, at 12:46 PM, Natalia Molotkova < [redacted] > wrote:
>
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> Response (Natalia Molotkova) 08/18/2015 12:46 PM
>
>
> [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> Response (Natalia Molotkova) 08/18/2015 12:40 PM
>
>
> I will...
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]

> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
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>
>
> Customer ([redacted]) 08/18/2015 12:39 PM
>
>
> ok, so when they get back to you (up to 48 hours from now) just let me know!
>
> On Aug 18, 2015, at 12:34 PM, Natalia Molotkova < [redacted] > wrote:
>
> >
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
>
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > Customer ([redacted]) 08/18/2015 12:21 PM
>
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can… but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> >
>
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [redacted] > wrote:
>
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> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > >
>
> > > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> > >
>
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > > > > Regards,
>
> > > > > > Natalia Molotkova
>
> > > > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> > > > Sure, let me have a look..
>
> > > > Regards,
>
> > > > Natalia Molotkova
>
> > > > Centurion Relationship Manager
>
> > > > [redacted]
>
> > > > [redacted]
>
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > > Response (Administrator) 08/18/2015 07:48 AM
>
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>
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> > > > Thanks, [redacted]
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> > > > > > > > >> From: "American Express Travel" < [redacted] >

>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > >> To: [redacted]
>
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > >> http://myamextravel.com/baggage
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> > > > >> 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:
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> > > > >> Friday 03 Jul 15
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> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
>
> > > > >> Monday 31 Aug 15
>
> > > > >> Flight Information
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>
> > > > >> Date 31 Aug 2015
>
> > > > >> Airline Aeroflot
>
> > > > >> Airline Record Locator [redacted]
>
> > > > >> Flight/Class SU103 L Economy Class
>
> > > > >> Origin New York, John F Kennedy International
>
> > > > >> Destination Moscow, Sheremetyevo
>
> > > > >> Departing 07:10 PM
>
> > > > >> Arriving 11:25 AM / 01 Sep 2015
>
> > > > >> Departure Terminal Terminal 1
>
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> Stops Non-stop
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> > > > >> Seats [redacted]
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> > > > >> Entry and Exit Information for Travel
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >
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> > > >
>
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>
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
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> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> > > Sure, let me have a look..
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> > > Regards,
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> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
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> > > [redacted]
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> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 AM
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> > > 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]) 08/18/2015 07:48 AM
>
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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> > > > >> From: "American Express Travel" < [redacted] >
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> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > >> To: [redacted]
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> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> 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].
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > >> http://myamextravel.com/baggage
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> > > > >> 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:
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > >> Monday 31 Aug 15
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
>
> > > >> Origin New York, John F Kennedy International
>
> > > >> Destination Moscow, Sheremetyevo
>
> > > >> Departing 07:10 PM
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> > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Seats [redacted]
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> > > >> Entry and Exit Information for Travel
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > >> 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.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> 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.
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> 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.
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> > > >> 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 ma y
> en t er 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.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
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> > > > The information contained in this communication is
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> > > > constitute inside information, and is intended only for
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> > > Privacy Statement | Visit the Centurion Card website
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing .
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> > > © 2015 American Express. All rights reserved
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> > > 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 understand s
> an d 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.
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> na ctions 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 pleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington

UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > >
>
> > > [redacted]
>
> > Customer ([redacted]) 08/18/2015 12:00 PM
>
> > ok thanks
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> >
>
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [redacted]
> wrote:
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> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
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> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > >
>
> > > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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>
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > Thanks, [redacted]
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> > > > > > >> From: "American Express Travel" < [redacted] >
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> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > > >> To: [redacted]
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> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> Departure Terminal Terminal 1
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> > > > >> 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.
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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> > > > >> 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.
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> > > Thanks, [redacted]
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > >> Monday 31 Aug 15
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> > > >> Flight Information
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
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> > > >> Origin New York, John F Kennedy International
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> > > >> Destination Moscow, Sheremetyevo
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> > > >> Departing 07:10 PM
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> > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Entry and Exit Information for Travel
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> 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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> 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.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > The information contained in this communication is
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> > > 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 understand s
> an d 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.
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>
> > > [redacted]
>
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
>
> >
>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the

price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> >
>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova < [redacted]
> wrote:
>
> >
>
> > >
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> > >
>
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> > >
>
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > Sure, let me have a look..
>
> > > Regards,
>
> > > Natalia Molotkova
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> > > Centurion Relationship Manager
>
> > > [redacted]
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> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST

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> > > Response (Administrator) 08/18/2015 07:48 AM
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> > > 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]) 08/18/2015 07:48 AM
>
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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>
> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> 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].
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> 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:
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> 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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> an d 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.

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>
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> > >> If airline tickets are purchased for this itinerary:
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > constitute inside information, and is intended only for
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> > > Unauthorized use, disclosure or copying of this
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> > > communication or any part thereof is strictly prohibited
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> > > and may be unlawful. If you have received this
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> > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing .
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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 an
> d 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.
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> > [redacted]
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>
> Response (Natalia Molotkova) 08/18/2015 12:34 PM
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>
> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager

>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
>
>
> Customer ([redacted]) 08/18/2015 12:21 PM
>
>
> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can… but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [redacted] > wrote:
>
> >
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> >
>
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> >
>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova < [redacted]
> wrote:
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> >

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>
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> > >
>
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
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> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > Sure, let me have a look..
>
> > > Regards,
>
> > > Natalia Molotkova
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> > > Centurion Relationship Manager
>
> > > [redacted]
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> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
>
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > >
>
> > > Thanks, [redacted]
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> > > > >> From: "American Express Travel" < [redacted] >
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> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > >> To: [redacted]
>
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> 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].
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > >> http://myamextravel.com/baggage
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> > > > >> 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:
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > >> Monday 31 Aug 15
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> > > >> Flight Information
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
>
> > > >> Origin New York, John F Kennedy International
>
> > > >> Destination Moscow, Sheremetyevo
>
> > > >> Departing 07:10 PM
>
> > > >> Arriving 11:25 AM / 01 Sep 2015
>
> > > >> Departure Terminal Terminal 1
>
> > > >> Arrival Terminal Terminal D - Domestic/Intl
>
> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> Seats [redacted]
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> > > >> Confirmed
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> > > >> Entry and Exit Information for Travel
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> 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.
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> 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.
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facilities, or third party technology systems, or any other cause beyond the control of Amex.
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> en t er 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.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > destroy this communication and all copies thereof,
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> > Regards,
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>
> > Centurion Relationship Manager
>
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> > Thanks, [redacted]
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> > >> From: "American Express Travel" < [redacted] >
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> > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > >> To: [redacted]
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> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >> If airline tickets are purchased for this itinerary:
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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > >> http://myamextravel.com/baggage

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> > >> Flight Information
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> > >> Date 31 Aug 2015
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> > >> Airline Aeroflot
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> > >> Airline Record Locator [redacted]
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> > >> Flight/Class SU103 L Economy Class
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> > >> Origin New York, John F Kennedy International
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> > >> Destination Moscow, Sheremetyevo
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> > >> Departing 07:10 PM
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> > >> Arriving 11:25 AM / 01 Sep 2015
>
> > >> Departure Terminal Terminal 1
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> > >> Arrival Terminal Terminal D - Domestic/Intl
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> > >> Estimated Time 9 Hrs 15 Mins
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> > >> Stops Non-stop
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> > >> Seats [redacted]
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> > >> Entry and Exit Information for Travel
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> d 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

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> ok thanks
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>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>

> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
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>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova < [redacted]
> wrote:
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> > > 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!
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> > > >> From: "American Express Travel" < [redacted] >
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> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
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> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > >> Monday 31 Aug 15
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> > > >> Flight Information
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class

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> > > >> Origin New York, John F Kennedy International
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> > > >> Destination Moscow, Sheremetyevo
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> > > >> Departing 07:10 PM
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> > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> 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.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> 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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > The information contained in this communication is
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> > > > constitute inside information, and is intended only for
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> > > > the use of the addressee. It is the property of
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> > > Privacy Statement | Visit the Centurion Card website
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing .
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> > > 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 understand s
> an d 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.
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> > >> Departing 07:10 PM
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> > >> Departure Terminal Terminal 1
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> > >> See attached itinerary PDF or link for full terms and conditions.

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> > >> PDF itinerary attachment:
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> > >> 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.
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >> Date 31 Aug 2015
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> > >> Airline Aeroflot
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> > >> Airline Record Locator [redacted]
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> > >> Flight/Class SU103 L Economy Class
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> > >> Origin New York, John F Kennedy International
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> > >> Destination Moscow, Sheremetyevo
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> > >> Departing 07:10 PM
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> > >> Arriving 11:25 AM / 01 Sep 2015
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> > >> Departure Terminal Terminal 1
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> > >> Arrival Terminal Terminal D - Domestic/Intl
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> > >> Estimated Time 9 Hrs 15 Mins
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> > >> Stops Non-stop
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> > >> Seats [redacted]
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> > >> Entry and Exit Information for Travel
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:
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> > >> 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.
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> 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.
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> t er 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.

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> d 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.
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> > [redacted]
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> Response (Natalia Molotkova) 08/18/2015 11:13 AM
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>
> [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
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> Response (Natalia Molotkova) 08/18/2015 10:34 AM
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>
> Sure, let me have a look..
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>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
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> [redacted]
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> Hours: Monday through Friday 10:30am to 7:00pm EST
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> Response (Administrator) 08/18/2015 07:48 AM
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> 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!
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> Customer ([redacted]) 08/18/2015 07:48 AM
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>
> Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
>
> Thanks, [redacted]
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> >> From: "American Express Travel" < [redacted] >
>
> >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> >> To: [redacted]
>
> >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> >> 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].
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> >> If airline tickets are purchased for this itinerary:
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> >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> >> http://myamextravel.com/baggage
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> >> 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:
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> >> Friday 03 Jul 15
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> >> Other Information
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> >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
>
> >> Monday 31 Aug 15
>
> >> Flight Information
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>
> >> Date 31 Aug 2015
>
> >> Airline Aeroflot
>
> >> Airline Record Locator [redacted]
>
> >> Flight/Class SU103 L Economy Class
>
> >> Origin New York, John F Kennedy International
>
> >> Destination Moscow, Sheremetyevo
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> >> Departing 07:10 PM
>
> >> Arriving 11:25 AM / 01 Sep 2015
>
> >> Departure Terminal Terminal 1
>
> >> Arrival Terminal Terminal D - Domestic/Intl
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> >> Estimated Time 9 Hrs 15 Mins
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> >> Stops Non-stop
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> >> Seats [redacted]
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> >> http://www.adobe.com/products/acrobat/readstep.html
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> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> >> 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.
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>
> [redacted]
> Response (Natalia Molotkova) 08/18/2015 12:46 PM
> [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Response (Natalia Molotkova) 08/18/2015 12:40 PM
> I will...
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 12:39 PM
> ok, so when they get back to you (up to 48 hours from now) just let me know!
>
> On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)

> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1

> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
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> > > Centurion Relationship Manager
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> > > [redacted]
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> > > Response (Administrator) 08/18/2015 07:48 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!
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> > >
> > > Thanks, [redacted]
> > >
> > > >
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> > > >
> > > > > From: "American Express Travel" <[redacted]>
> > > > > Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > To: [redacted]
> > > > > Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
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> > > > > http://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:
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> > > > > Other Information
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> > > > > CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > Monday 31 Aug 15
> > > > > Flight Information
> > > > >
> > > > > Date 31 Aug 2015
> > > > > Airline Aeroflot
> > > > > Airline Record Locator [redacted]
> > > > > Flight/Class SU103 L Economy Class
> > > > > Origin New York, John F Kennedy International
> > > > > Destination Moscow, Sheremetyevo
> > > > > Departing 07:10 PM
> > > > > Arriving 11:25 AM / 01 Sep 2015

> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
> > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > >>
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> > > >> 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.
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> > > >>
> > > >> 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 ma y en t er 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. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing.
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> > >
> > >
> > > [redacted]
> > Customer ([redacted]) 08/18/2015 12:00 PM
> > ok thanks
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova

< [redacted] > wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 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!**
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> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
> > > > >>
> > > > >> PDF itinerary attachment:

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> > > > >>
> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> 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.
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> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> 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.
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
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> > > >> http://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:
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> >
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> > [redacted]
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> Centurion Relationship Manager
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> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 12:21 PM
> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
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> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > Sure, let me have a look..
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> > > Centurion Relationship Manager
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> > > [redacted]
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> > > Response (Administrator) 08/18/2015 07:48 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!**
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> > >
> > > Thanks, [redacted]
> > >
> > > >
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> > > >
> > > >> From: "American Express Travel" <[redacted]>

> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > >> http://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:
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> > > >> Friday 03 Jul 15
> > > >> Other Information
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
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> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington

State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > >

> > >

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> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

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> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > Regards,
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> > Thanks, [redacted]
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> > >
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> > > Date: June 26, 2015 at 6:34:07 PM EDT
> > > To: [redacted]
> > > Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >> Other Information
> > >>
> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > >> Monday 31 Aug 15
> > >> Flight Information
> > >>
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> > >> Airline Aeroflot
> > >> Airline Record Locator [redacted]
> > >> Flight/Class SU103 L Economy Class
> > >> Origin New York, John F Kennedy International
> > >> Destination Moscow, Sheremetyevo
> > >> Departing 07:10 PM
> > >> Arriving 11:25 AM / 01 Sep 2015
> > >> Departure Terminal Terminal 1
> > >> Arrival Terminal Terminal D - Domestic/Intl
> > >> Estimated Time 9 Hrs 15 Mins
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> > >> 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.
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> >
> >
> > [redacted]
> Response (Natalia Molotkova) 08/18/2015 11:53 AM
> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]**) 08/18/2015 11:39 AM**
> This is true…we have changed this ticket a few times. I guess it is all we can do is

rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > Sure, let me have a look..
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> > [redacted]
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> >
> > Thanks, [redacted]
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> > >
> > >> From: "American Express Travel" <[redacted]>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [redacted]
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > >>

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> > >>
> > >> If airline tickets are purchased for this itinerary:
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> >> Arrival Terminal Terminal D - Domestic/Intl
> >> Estimated Time 9 Hrs 15 Mins
> >> Stops Non-stop
> >> Seats [redacted]
> >> Confirmed
> >> Entry and Exit Information for Travel
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> >>
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> >> http://www.adobe.com/products/acrobat/readstep.html
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> >> 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.
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> >>
> >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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incentives to our travel counselors. For more information please visitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
>
>
> [redacted]

Customer ([redacted]) 08/20/2015 06:57 PM
Thank you for your research! Will get back to you!

On Aug 20, 2015, at 6:52 PM, Natalia Molotkova <[redacted]> wrote:

>
>
> Response (Natalia Molotkova) 08/20/2015 06:52 PM
> Ok, I was right, the ticket - return portion - can be reused up to 345 days after the last stopover - that was outbound flight on November 21st 2014, so December 2015 is after 345 days. So we can change return only to depart by October 31st with add collect 111.00USD. For December will be new one way ticket. Let me know what you want to do.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 01:33 PM
> perfect thanks
>
> On Aug 18, 2015, at 1:14 PM, Natalia Molotkova <[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 01:14 PM
> > Ok, let us see what rate desk will say...
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 01:09 PM
> > Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.
> >
> > Sent from my iPhone
> >
> > > On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <[redacted]> wrote:
> > >

> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> > > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> > > I will...
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:39 PM
> > > ok, so when they get back to you (up to 48 hours from now) just let me know!
> > >
> > > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > > >
> > > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > > Regards,
> > > > > Natalia Molotkova

> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > > >
> > > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > > >
> > > > > > >
> > > > > > >
> > > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > > > >
> > > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > > > Regards,
> > > > > > > Natalia Molotkova
> > > > > > > Centurion Relationship Manager
> > > > > > > [redacted]
> > > > > > > [redacted]
> > > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > > >
> > > > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > > > Sure, let me have a look..
> > > > > > > Regards,
> > > > > > > Natalia Molotkova
> > > > > > > Centurion Relationship Manager
> > > > > > > [redacted]
> > > > > > > [redacted]
> > > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > > >
> > > > > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > > > >
> > > > > > > Thanks, [redacted]
> > > > > > >
> > > > > > > > >

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> > > > > > >
> > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > >> To: [redacted]
> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > > > >>
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> > > > > > >>
> > > > > > >> If airline tickets are purchased for this itinerary:
> > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > > >> http://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:
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> > > > > > >> Friday 03 Jul 15
> > > > > > >> Other Information
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> > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > >> Monday 31 Aug 15
> > > > > > >> Flight Information
> > > > > > >>
> > > > > > >> Date 31 Aug 2015
> > > > > > >> Airline Aeroflot
> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > > >> Stops Non-stop
> > > > > > >> Seats [redacted]
> > > > > > >> Confirmed
> > > > > > >> Entry and Exit Information for Travel
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> > > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > > >> 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.
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> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
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> > > > >

> > > > > Thanks, [redacted]
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> > > > > > >
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> > > > > > > http://myamextravel.com/baggage
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> > > > > > > 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:
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> > > > > > > Friday 03 Jul 15
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> > > > > > > Flight Information
> > > > > > >
> > > > > > > Date 31 Aug 2015
> > > > > > > Airline Aeroflot
> > > > > > > Airline Record Locator [redacted]
> > > > > > > Flight/Class SU103 L Economy Class
> > > > > > > Origin New York, John F Kennedy International
> > > > > > > Destination Moscow, Sheremetyevo
> > > > > > > Departing 07:10 PM
> > > > > > > Arriving 11:25 AM / 01 Sep 2015
> > > > > > > Departure Terminal Terminal 1
> > > > > > > Arrival Terminal Terminal D - Domestic/Intl
> > > > > > > Estimated Time 9 Hrs 15 Mins
> > > > > > > Stops Non-stop
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> > > > > > > American Express strongly recommends

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

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> > > > > >> 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.

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> > > > >
> > > > >
> > > > > [redacted]
> > > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > > ok thanks
> > > >
> > > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > > >
> > > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > > >
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> > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket

for her. Do you want me to price new one?
> > > > > >
> > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > > Regards,
> > > > > > Natalia Molotkova
> > > > > > Centurion Relationship Manager
> > > > > > [redacted]
> > > > > > [redacted]
> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > >
> > > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > > Sure, let me have a look..
> > > > > > Regards,
> > > > > > Natalia Molotkova
> > > > > > Centurion Relationship Manager
> > > > > > [redacted]
> > > > > > [redacted]
> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > >
> > > > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > > > Thanks, [redacted]
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> > > > > > >> Friday 03 Jul 15
> > > > > > >> Other Information
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> > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > >> Monday 31 Aug 15
> > > > > > >> Flight Information
> > > > > > >>
> > > > > > >> Date 31 Aug 2015
> > > > > > >> Airline Aeroflot
> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > > >> Stops Non-stop
> > > > > > >> Seats [redacted]
> > > > > > >> Confirmed
> > > > > > >> Entry and Exit Information for Travel
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> > > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > >
> > > > > >
> > > > > > [redacted]

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> > > > > Regards,
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> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
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> > > > > Thanks, [redacted]
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> > > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > > >> http://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:
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> > > > > >> Friday 03 Jul 15
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
> > > > > >> Destination Moscow, Sheremetyevo
> > > > > >> Departing 07:10 PM
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > >> Departure Terminal Terminal 1
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > >> Stops Non-stop
> > > > > >> Seats [redacted]
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> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
> > > >
> > > > > > > > >
> > > > > > > > >
> > > > > > > > >
> > > > > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > > > > > >
> > > > > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > > > > > Regards,
> > > > > > > > > Natalia Molotkova
> > > > > > > > > Centurion Relationship Manager
> > > > > > > > > [redacted]
> > > > > > > > > [redacted]
> > > > > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > > > > >
> > > > > > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > > > > > Sure, let me have a look..
> > > > > > > > > Regards,
> > > > > > > > > Natalia Molotkova
> > > > > > > > > Centurion Relationship Manager
> > > > > > > > > [redacted]
> > > > > > > > > [redacted]
> > > > > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > > > > >
> > > > > > > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM

> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
> > > > > >
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> > > > > >
> > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > >> To: [redacted]
> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > > > >> http://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:
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> > > > > > >> Friday 03 Jul 15
> > > > > > >> Other Information
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> > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > >> Monday 31 Aug 15
> > > > > > >> Flight Information
> > > > > > >>
> > > > > > >> Date 31 Aug 2015
> > > > > > >> Airline Aeroflot
> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > > >> Stops Non-stop

> > > > > > Seats [redacted]
> > > > > > Confirmed
> > > > > > Entry and Exit Information for Travel
> > > > > >
> > > > > > American Express strongly recommends thatyouperiodicallyreviewwww.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.
> > > > > >
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> > > > > >
> > > > > > 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.
> > > > > >
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> > > > > >
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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 w e ma y en t er 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.
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> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > please note
> > > > > > The information contained in this communication is
> > > > > > confidential, may be attorney-client privileged, may
> > > > > > constitute inside information, and is intended only for
> > > > > > the use of the addressee. It is the property of
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> > > > > 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 unders ta nd s an d 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.

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> > > > >

> > > > >

> > > > > [redacted]

> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

> > > >

> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > > Regards,

> > > > Natalia Molotkova

> > > > Centurion Relationship Manager

> > > > [redacted]

> > > > [redacted]

> > > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > > >

> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > > > Sure, let me have a look..

> > > > Regards,

> > > > Natalia Molotkova

> > > > Centurion Relationship Manager

> > > > [redacted]

> > > > [redacted]

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> > > > Thanks, [redacted]
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> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Departure Terminal Terminal 1

> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > please note
> > > > > The information contained in this communication is
> > > > > confidential, may be attorney-client privileged, may
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> > > > > the use of the addressee. It is the property of
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> > > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing.
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responsible for the actions of the service provider used by the Card Member, and expressly understa nd s an d 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.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
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> > > > >
> > > > > Thanks, [redacted]
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> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > > >>
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> > > > > >>
> > > > > >> If airline tickets are purchased for this itinerary:
> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > >> http://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:
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> > > > > >> Friday 03 Jul 15
> > > > > >> Other Information
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
> > > > > >> Flight Information
> > > > > >>
> > > > > >> Date 31 Aug 2015
> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
> > > > > >> Destination Moscow, Sheremetyevo
> > > > > >> Departing 07:10 PM
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > >> Departure Terminal Terminal 1
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > >> Stops Non-stop
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> > > > > >> PDF itinerary attachment:
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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >

> > > > >

> > > > > [redacted]

> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

> > > >

> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > > Regards,

> > > > Natalia Molotkova

> > > > Centurion Relationship Manager

> > > > [redacted]

> > > > [redacted]

> > > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > > >

> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > > > Sure, let me have a look..

> > > > Regards,

> > > > Natalia Molotkova

> > > > Centurion Relationship Manager

> > > > [redacted]

> > > > [redacted]

> > > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > > >

> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM

> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!

> > > >

> > > > Thanks, [redacted]

> > > >

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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
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> > > > >>

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> > > > >>

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

> > > > >>

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

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> > > > >> 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.

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> > > >
> > > >
> > > > [redacted]
> > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > ok thanks
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
> > > >
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> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

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> > > > > Natalia Molotkova
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> > > > > Centurion Relationship Manager
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> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > > Thanks, [redacted]
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> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
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> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
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> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
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> > > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > > >> PDF itinerary attachment:
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> > > > >>
> > > > >> 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.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]

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> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
> > > > >>
> > > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate

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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> 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.
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> > > 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]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won’t hear from you until after 10am when your shift starts….!
> > >

> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > >> http://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:
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> > > >>
> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
> > > >> American Express strongly recommends that you

periodicallyreviewwww.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.

> > > >>

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> > > >>

> > > >> 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.

> > > >>

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> > > >>

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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. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > >
> > >
> > > [redacted]
> >
> > From: [redacted]>
> > Content-Type: multipart/alternative;
> > boundaryple-Mail-B39BF4A2-F1F8-4A9D-AD07-66B381C04D9D
> >
> > Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.
> >
> > Sent from my iPhone
> > On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <
[redacted] > wrote:
> >
> >
> >
> >
> >
> >
> >
> >
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> >
> >
> > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> >
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >

> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> >
> >
> > I will...
> >
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> >
> >
> > Customer ([redacted]) 08/18/2015 12:39 PM
> >
> >
> > ok, so when they get back to you (up to 48 hours from now) just let me know!
> >
> > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >
> >
> > >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> >
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]

> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> >
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > >
> >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >
> >
> > > >
> >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > >
> >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > > >
> >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > > >
> >
> > > >

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> > > > >
> >
> > > > > **Response (Natalia Molotkova) 08/18/2015 11:13 AM**
> >
> > > > > **[redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?**
> >
> > > > >
> >
> > > > > **I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.**
> >
> > > > > **Regards,**
> >
> > > > > **Natalia Molotkova**
> >
> > > > > **Centurion Relationship Manager**
> >
> > > > > [redacted]
> >
> > > > > [redacted]
> >
> > > > > **Hours: Monday through Friday 10:30am to 7:00pm EST**
> >
> > > > >
> >
> > > > > **Response (Natalia Molotkova) 08/18/2015 10:34 AM**
> >
> > > > > **Sure, let me have a look..**
> >
> > > > > **Regards,**
> >
> > > > > **Natalia Molotkova**
> >
> > > > > **Centurion Relationship Manager**
> >
> > > > > [redacted]
> >
> > > > > [redacted]
> >
> > > > > **Hours: Monday through Friday 10:30am to 7:00pm EST**
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> >
> > > > > **Response (Administrator) 08/18/2015 07:48 AM**
> >
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> >
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> > > > > Thanks, [redacted]
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> >
> > > > > >> From: "American Express Travel" < [redacted] >
> >
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > > > >> To: [redacted]
> >
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> >
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> > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > >> http://myamextravel.com/baggage
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> > > > > >> 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:
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>>>>>>> **Friday 03 Jul 15**
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>>>>>>> **Other Information**
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>>>>>>> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
>>
>>>>>>> **Monday 31 Aug 15**
>>
>>>>>>> **Flight Information**
>>
>>>>>>>
>>
>>>>>>> **Date 31 Aug 2015**
>>
>>>>>>> **Airline Aeroflot**
>>
>>>>>>> **Airline Record Locator [redacted]**
>>
>>>>>>> **Flight/Class SU103 L Economy Class**
>>
>>>>>>> **Origin New York, John F Kennedy International**
>>
>>>>>>> **Destination Moscow, Sheremetyevo**
>>
>>>>>>> **Departing 07:10 PM**
>>
>>>>>>> **Arriving 11:25 AM / 01 Sep 2015**
>>
>>>>>>> **Departure Terminal Terminal 1**
>>
>>>>>>> **Arrival Terminal Terminal D - Domestic/Intl**
>>
>>>>>>> **Estimated Time 9 Hrs 15 Mins**
>>
>>>>>>> **Stops Non-stop**
>>
>>>>>>> **Seats [redacted]**
>>
>>>>>>> **Confirmed**
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>>>>>>> **Entry and Exit Information for Travel**
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>>>>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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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.
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> > s an d 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.

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> > i na ctions 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 informationpleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > > >
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> > > > >
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> > > > > [redacted]
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> >
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> > > > Thanks, [redacted]
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> >
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > > >> To: [redacted]
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> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> 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].

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> > > > >> **If airline tickets are purchased for this itinerary:**
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> > > > >> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
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> > > > >> **http://myamextravel.com/baggage**
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> > > > >> **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:**
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> > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > > >> **Monday 31 Aug 15**
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> > > > >> **Flight Information**
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> > > > >> **Date 31 Aug 2015**
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> > > > >> **Airline Aeroflot**
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> > > > >> **Airline Record Locator [redacted]**
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> > > > >> **Flight/Class SU103 L Economy Class**
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> > > > >> **Origin New York, John F Kennedy International**

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> > > > >> **Destination Moscow, Sheremetyevo**
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> > > > >> **Departing 07:10 PM**
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> > > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > > >> **Departure Terminal Terminal 1**
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> > > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > > >> **Stops Non-stop**
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> > > > >> **Seats** [redacted]
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> > > > >> **Confirmed**
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> > > > >> **Entry and Exit Information for Travel**
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> > > > >> **American Express strongly recommends thatyouperiodicallyreviewwww.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.**
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> > > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > > >> **PDF itinerary attachment:**
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> > > > >> **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.**
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> > > > >> **http://www.adobe.com/products/acrobat/readstep.html**
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> 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.
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> > en t er 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.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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> > > > > The information contained in this communication is
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> > > > > constitute inside information, and is intended only for
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> > > > > the use of the addressee. It is the property of
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> > > > > Unauthorized use, disclosure or copying of this
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> > > > 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 understa nd s
> > an d 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.
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> > na ctions 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 pleasevisitwww.americanexpress.com/travelt ermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> >
> > > > [redacted]
> >
> > > Customer ([redacted]) 08/18/2015 12:00 PM
> >
> > > ok thanks
> >
> > >
> >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >

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> >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > > >
> >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
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> >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > >
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> > > > > >
> >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > > > > >
> >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > > > Regards,

> >
> > > > > **Natalia Molotkova**
> >
> > > > > **Centurion Relationship Manager**
> >
> > > > > [redacted]
> >
> > > > > [redacted]
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> > > > > **Hours: Monday through Friday 10:30am to 7:00pm EST**
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> > > > > **Response (Natalia Molotkova) 08/18/2015 10:34 AM**
> >
> > > > > **Sure, let me have a look..**
> >
> > > > > **Regards,**
> >
> > > > > **Natalia Molotkova**
> >
> > > > > **Centurion Relationship Manager**
> >
> > > > > [redacted]
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> > > > > [redacted]
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> > > > > **Hours: Monday through Friday 10:30am to 7:00pm EST**
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> > > > > **Response (Administrator) 08/18/2015 07:48 AM**
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> > > > > **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]) 08/18/2015 07:48 AM**
> >
> > > > > **Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!**
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> > > > > **Thanks, [redacted]**
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> > > > > > > From: "American Express Travel" < [redacted] >
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> > > > > > > Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > > > To: [redacted]
> >
> > > > > > > Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > > > CITIZENS OF [redacted] [redacted] MUST CARRY A VALID

PASSPORT
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> > > > > >> Monday 31 Aug 15
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> > > > > >> Flight Information
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> > > > > >> Date 31 Aug 2015
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> > > > > >> Airline Aeroflot
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> > > > > >> Airline Record Locator [redacted]
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> > > > > >> Origin New York, John F Kennedy International
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> > > > > >> Destination Moscow, Sheremetyevo
> >
> > > > > >> Departing 07:10 PM
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> > > > > >> Stops Non-stop
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> > > > > >> Seats [redacted]
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> > > > > >> American Express strongly recommendsthatyouperiodicallyreviewwww.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.
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> > > > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > > > >> PDF itinerary attachment:
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> > > > > > >> 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.
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> > > > > > **The information contained in this communication is**
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> > > > > > **confidential, may be attorney-client privileged, may**
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> > > > > > **the use of the addressee. It is the property of**
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> > > > > > **communication in error, please notify us immediately by**
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> > > > > >> http://myamextravel.com/baggage
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> > > > >> **Other Information**
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> > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > > >> **Monday 31 Aug 15**
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> > > > >> **Flight Information**
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> > > > >> **Date 31 Aug 2015**
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> > > > >> **Airline Aeroflot**
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> > > > >> **Airline Record Locator [redacted]**
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> > > > >> **Flight/Class SU103 L Economy Class**
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> > > > >> **Origin New York, John F Kennedy International**
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> > > > >> **Destination Moscow, Sheremetyevo**
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> > > > >> **Departing 07:10 PM**
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> > > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > > >> **Departure Terminal Terminal 1**
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> > > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > > >> **Stops Non-stop**
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> > > > >> **Seats [redacted]**

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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.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.
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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> > > > >> 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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> 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.
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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.
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> > en t er 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.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > The information contained in this communication is
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> > > > > constitute inside information, and is intended only for
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> > > > > the use of the addressee. It is the property of
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> > > > > Unauthorized use, disclosure or copying of this
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> > > > > communication or any part thereof is strictly prohibited
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> > > > > and may be unlawful. If you have received this
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> > > > Privacy Statement | Visit the Centurion Card website
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> > > > To learn more about e-mail security or report a suspicious e-mail, please visitusatamericanexpress.com/phishing .
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> > > > © 2015 American Express. All rights reserved
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> > > > 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 understa nd s
> > an d 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.
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> > na ctions 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 pleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > >
> >
> > > > [redacted]
> >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > > >
> >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >

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> >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > >
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> >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > > >
> >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > > Sure, let me have a look..
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> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> >
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > Thanks, [redacted]
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> > > > > >> From: "American Express Travel" < [redacted] >
> >
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > >> To: [redacted]
> >
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > >> 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].
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> > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > >> http://myamextravel.com/baggage
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> > > > >> **Friday 03 Jul 15**
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> > > > >> **Other Information**
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> > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > > >> **Monday 31 Aug 15**
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> > > > >> **Stops Non-stop**

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> > > > >> **Seats** [redacted]
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> > > > >> **Entry and Exit Information for Travel**
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> > > > >> **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 .**
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> > > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > > >> **PDF itinerary attachment:**
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> > > > >> **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.**
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> > > > >> **http://www.adobe.com/products/acrobat/readstep.html**
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> > > > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > > > > communication or any part thereof is strictly prohibited
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> > > > > and may be unlawful. If you have received this
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> > > > > communication in error, please notify us immediately by
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> > > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > > destroy this communication and all copies thereof,
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> > > > > including all attachments. copyright -all rights reserved
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> > > > Privacy Statement | Visit the Centurion Card website
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> > > >> **If airline tickets are purchased for this itinerary:**
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> > > >> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
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> > > >> **http://myamextravel.com/baggage**
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> > > >> 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 .
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> 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.

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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > > >> **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.**
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> > > >> **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 ma y en**
> > **t er 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.**
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
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> > > > The information contained in this communication is
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> > > > confidential, may be attorney-client privileged, may
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> > > > constitute inside information, and is intended only for
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> > > > the use of the addressee. It is the property of
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> > > > Unauthorized use, disclosure or copying of this
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> > > > communication or any part thereof is strictly prohibited
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> > > > and may be unlawful. If you have received this
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> > > > communication in error, please notify us immediately by
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> > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > destroy this communication and all copies thereof,
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing .
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> > > **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 understand s an**
> > **d 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.**
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> > **ctions 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 visitwww.americanexpress.com/travelermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126**
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> > > [redacted]
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> > **Response (Natalia Molotkova) 08/18/2015 12:34 PM**

> >
> >
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> >
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> >
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> >
> >
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >
> >
> > >
> >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > >
> >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> >

> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > >
> >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >
> >
> > > >
> >
> > > >
> >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > > >
> >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > >
> >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > > Sure, let me have a look..
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]

> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> >
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > >
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> > > > Thanks, [redacted]
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> > > > >> From: "American Express Travel" < [redacted] >
> >
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > > >> To: [redacted]
> >
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> >
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> > > > >> 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].
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > >> http://myamextravel.com/baggage
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> > > > >> **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:**
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> > > > >> **Friday 03 Jul 15**
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> > > > >> **Other Information**
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> > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > > >> **Monday 31 Aug 15**
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> > > > >> **Flight Information**
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> > > > >>
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> > > > >> **Date 31 Aug 2015**
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> > > > >> **Airline Aeroflot**
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> > > > >> **Airline Record Locator [redacted]**
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> > > > >> **Flight/Class SU103 L Economy Class**
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> > > > >> **Origin New York, John F Kennedy International**
> >
> > > > >> **Destination Moscow, Sheremetyevo**
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> > > > >> **Departing 07:10 PM**
> >
> > > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > > >> **Departure Terminal Terminal 1**
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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> Stops Non-stop
> >
> > > > >> Seats [redacted]
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> > > > >> Confirmed
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> > > > >> Entry and Exit Information for Travel
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.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.
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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> > > > >> 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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > Unauthorized use, disclosure or copying of this
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> > > > > communication or any part thereof is strictly prohibited
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> > > > > and may be unlawful. If you have received this
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> > > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > Privacy Statement | Visit the Centurion Card website
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> > > > To learn more about e-mail security or report a suspicious e-mail, please visitusatamericanexpress.com/phishing .
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responsible for the actions of the service provider used by the Card Member, and expressly understa nd s
> > an d 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.
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> > na ctions 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 pleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > Regards,
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> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
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> > > [redacted]
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
> >
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT

> >
> > > >> **To:** [redacted]
> >
> > > >> **Subject: Invoice** [redacted] **for** [redacted] **31AUG15** [redacted]
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> > > >> **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]**.**
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> > > >> **If airline tickets are purchased for this itinerary:**
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> > > >> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
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> > > >> **http://myamextravel.com/baggage**
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> > > >> **Friday 03 Jul 15**
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> > > >> **Other Information**
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> >
> > > >> **CITIZENS OF** [redacted] [redacted] **MUST CARRY A VALID PASSPORT**
> >
> > > >> **Monday 31 Aug 15**
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> > > >> **Flight Information**
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> >
> > > >> **Date 31 Aug 2015**
> >
> > > >> **Airline Aeroflot**
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> > > >> **Airline Record Locator** [redacted]
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> > > >> **Flight/Class SU103 L Economy Class**
> >
> > > >> **Origin New York, John F Kennedy International**
> >
> > > >> **Destination Moscow, Sheremetyevo**
> >
> > > >> **Departing 07:10 PM**
> >
> > > >> **Arriving 11:25 AM / 01 Sep 2015**
> >
> > > >> **Departure Terminal Terminal 1**
> >
> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
> >
> > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > >> **Stops Non-stop**
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> > > >> **Seats** [redacted]
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> > > >> **Confirmed**
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> > > >> **Entry and Exit Information for Travel**
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> > > >> **American Express strongly recommends that youperiodicallyreviewwww.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.**
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> > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > >> **PDF itinerary attachment:**
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> > > >> **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.**
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> > > >> **http://www.adobe.com/products/acrobat/readstep.html**
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> > > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > > >> **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.**
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> > > >> **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 ma y en**
> > **t er 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.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
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> > > > The information contained in this communication is
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> > > > confidential, may be attorney-client privileged, may
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> > > > constitute inside information, and is intended only for
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> > > > the use of the addressee. It is the property of
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> > > > Unauthorized use, disclosure or copying of this
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> > > © 2015 American Express. All rights reserved
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> > > 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 understand s an
> > d 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.
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> > ctions 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 visitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > [redacted]
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> >
> > Customer ([redacted]) 08/18/2015 12:00 PM
> >
> >
> > ok thanks
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >
> >
> > >
> >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> >
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > > >
> >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > > Sure, let me have a look..
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
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> > > > Centurion Relationship Manager
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> > > > [redacted]
> >
> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> >
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly

or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > **Thanks,** [redacted]
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> > > > > > **From: "American Express Travel" <** [redacted] **>**
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> > > > > > **Date: June 26, 2015 at 6:34:07 PM EDT**
> >
> > > > > > **To:** [redacted]
> >
> > > > > > **Subject: Invoice** [redacted] **for** [redacted] **31AUG15** [redacted]
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> > > > > > **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]**.**
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> > > > > > **If airline tickets are purchased for this itinerary:**
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> > > > > > **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
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> > > > > > **http://myamextravel.com/baggage**
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> > > > > > **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:**
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> > > > >> **Friday 03 Jul 15**
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> > > > >> **Other Information**
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> > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > > >> **Monday 31 Aug 15**
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> > > > >> **Flight Information**
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> > > > >>
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> > > > >> **Date 31 Aug 2015**
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> > > > >> **Airline Aeroflot**
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> > > > >> **Airline Record Locator [redacted]**
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> > > > >> **Flight/Class SU103 L Economy Class**
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> > > > >> **Origin New York, John F Kennedy International**
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> > > > >> **Destination Moscow, Sheremetyevo**
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> > > > >> **Departing 07:10 PM**
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> > > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > > >> **Departure Terminal Terminal 1**
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> > > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > > >> **Stops Non-stop**
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> > > > >> **Seats [redacted]**
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> > > > >> **Confirmed**
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> > > > >> **Entry and Exit Information for Travel**
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> > > > >> **American Express strongly recommends thatyouperiodicallyreviewwww.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.
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> > > > > >> **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 .**
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> > > > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > > > >> **PDF itinerary attachment:**
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> > > > > >> **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.**
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> > > > > >> **http://www.adobe.com/products/acrobat/readstep.html**
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> > > > > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > > > > >> **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.**
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> > > > > communication or any part thereof is strictly prohibited
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> > > > > and may be unlawful. If you have received this
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> > > > > communication in error, please notify us immediately by
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> > > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > Privacy Statement | Visit the Centurion Card website
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> > an d 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.
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(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 action s or i
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> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
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> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> **Other Information**
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> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > >> **Monday 31 Aug 15**
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> > > >> **Flight Information**
> >
> > > >>
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> > > >> **Date 31 Aug 2015**
> >
> > > >> **Airline Aeroflot**
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> > > >> **Airline Record Locator [redacted]**
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> > > >> **Flight/Class SU103 L Economy Class**
> >
> > > >> **Origin New York, John F Kennedy International**
> >
> > > >> **Destination Moscow, Sheremetyevo**
> >
> > > >> **Departing 07:10 PM**
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> > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> Seats [redacted]
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> > > >> Entry and Exit Information for Travel
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > >> 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 .
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> 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.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
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> > > > The information contained in this communication is
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> > > > confidential, may be attorney-client privileged, may
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> > > > constitute inside information, and is intended only for
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> > > > communication or any part thereof is strictly prohibited
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> > > 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 understand s an
> > d 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.
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> > ctions 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 visitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> >
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> > >
> >
> > > [redacted]
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> >
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
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> >
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >

> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> >
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> >
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >
> >
> > >
> >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > >
> >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > >
> >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > Sure, let me have a look..
> >
> > > Regards,
> >

> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> >
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > >
> >
> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
> >
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > >> To: [redacted]
> >
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> >
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> > > >> 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].
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> > > >> **If airline tickets are purchased for this itinerary:**
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> > > >> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
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> > > >> **http://myamextravel.com/baggage**
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> > > >> **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:**
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> > > >> **Friday 03 Jul 15**
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> > > >> **Other Information**
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> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
> >
> > > >> **Monday 31 Aug 15**
> >
> > > >> **Flight Information**
> >
> > > >>
> >
> > > >> **Date 31 Aug 2015**
> >
> > > >> **Airline Aeroflot**
> >
> > > >> **Airline Record Locator [redacted]**
> >
> > > >> **Flight/Class SU103 L Economy Class**
> >
> > > >> **Origin New York, John F Kennedy International**
> >
> > > >> **Destination Moscow, Sheremetyevo**

> >
> > > >> **Departing 07:10 PM**
> >
> > > >> **Arriving 11:25 AM / 01 Sep 2015**
> >
> > > >> **Departure Terminal Terminal 1**
> >
> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
> >
> > > >> **Estimated Time 9 Hrs 15 Mins**
> >
> > > >> **Stops Non-stop**
> >
> > > >> **Seats** [redacted]
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> > > >> **Confirmed**
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> > > >> **Entry and Exit Information for Travel**
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> > > >> **American Express strongly recommends that youperiodicallyreviewwww.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.**
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> > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > >> **PDF itinerary attachment:**
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> > > >> **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.**
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> > > >> **http://www.adobe.com/products/acrobat/readstep.html**
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> 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.
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> > t er 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.
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> > > > JEE
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> > > > communication or any part thereof is strictly prohibited
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> > d 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.
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> > > [redacted]
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> >
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> >
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> >
> > I did email it to the rate desk fro them to double check the rules again, due to the

original ticket was exchanged couple time.
> >
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to

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> >

> > Thanks, [redacted]

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> > >> From: "American Express Travel" < [redacted] >

> >

> > >> Date: June 26, 2015 at 6:34:07 PM EDT

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> > >> To: [redacted]

> >

> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]

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> > >> If airline tickets are purchased for this itinerary:

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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:

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> > >> http://myamextravel.com/baggage

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> > >> 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:

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> > >> Friday 03 Jul 15
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> > >> Other Information
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> >
> > >> Monday 31 Aug 15
> >
> > >> Flight Information
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> > >>
> >
> > >> Date 31 Aug 2015
> >
> > >> Airline Aeroflot
> >
> > >> Airline Record Locator [redacted]
> >
> > >> Flight/Class SU103 L Economy Class
> >
> > >> Origin New York, John F Kennedy International
> >
> > >> Destination Moscow, Sheremetyevo
> >
> > >> Departing 07:10 PM
> >
> > >> Arriving 11:25 AM / 01 Sep 2015
> >
> > >> Departure Terminal Terminal 1
> >
> > >> Arrival Terminal Terminal D - Domestic/Intl
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> > >> Estimated Time 9 Hrs 15 Mins
> >
> > >> Stops Non-stop
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> > >> Seats [redacted]
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> > >> Confirmed
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> > >> Entry and Exit Information for Travel
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> > >> American Express strongly recommends that you periodicallyreviewwww.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.
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > 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 pleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> >
> >
> > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> > I will...
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:39 PM
> > ok, so when they get back to you (up to 48 hours from now) just let me know!
> >
> > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:

> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > > >
> > > > > >
> > > > > >
> > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > > > >
> > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > > Regards,
> > > > > > Natalia Molotkova
> > > > > > Centurion Relationship Manager
> > > > > > [redacted]
> > > > > > [redacted]
> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > > >
> > > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > > Sure, let me have a look..
> > > > > > Regards,
> > > > > > Natalia Molotkova
> > > > > > Centurion Relationship Manager
> > > > > > [redacted]
> > > > > > [redacted]
> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > > >
> > > > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM

> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
> > > > > >
> > > > > >
> > > > > >
> > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > >> To: [redacted]
> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > > > >> http://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:
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> > > > > > >> Friday 03 Jul 15
> > > > > > >> Other Information
> > > > > > >>
> > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > >> Monday 31 Aug 15
> > > > > > >> Flight Information
> > > > > > >>
> > > > > > >> Date 31 Aug 2015
> > > > > > >> Airline Aeroflot
> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > > >> Stops Non-stop

> > > > > > Seats [redacted]
> > > > > > Confirmed
> > > > > > Entry and Exit Information for Travel
> > > > > >
> > > > > > American Express strongly recommendsthatyouperiodicallyreviewwww.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.
> > > > > >
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> > > > > > 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.
> > > > > >
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> > > > > >
> > > > > > 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 w e ma y en t er 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. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > please note
> > > > > > The information contained in this communication is
> > > > > > confidential, may be attorney-client privileged, may
> > > > > > constitute inside information, and is intended only for
> > > > > > the use of the addressee. It is the property of
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> > > > > 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 unders ta nd s an d 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.

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> > > > >

> > > > >

> > > > > [redacted]

> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

> > > >

> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > > Regards,

> > > > Natalia Molotkova

> > > > Centurion Relationship Manager

> > > > [redacted]

> > > > [redacted]

> > > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > > >

> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > > > Sure, let me have a look..

> > > > Regards,

> > > > Natalia Molotkova

> > > > Centurion Relationship Manager

> > > > [redacted]

> > > > [redacted]

> > > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > > >

> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
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> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> 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.
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> > > > > --
> > > > > please note
> > > > > The information contained in this communication is
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> > > > > constitute inside information, and is intended only for
> > > > > the use of the addressee. It is the property of
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responsible for the actions of the service provider used by the Card Member, and expressly understa nd s an d 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.
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> > > >
> > > >
> > > > [redacted]
> > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > ok thanks
> > >
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> > >
> > > >
> > > >
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> > > > >
> > > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
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> > > > > > >
> > > > > > > > From: "American Express Travel" <[redacted]>
> > > > > > > > Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > > > To: [redacted]
> > > > > > > > Subject: Invoice [redacted] for [redacted] 31AUG15 [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:

> > > > > > http://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:
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> > > > > > Friday 03 Jul 15
> > > > > > Other Information
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> > > > > > CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > Monday 31 Aug 15
> > > > > > Flight Information
> > > > > >
> > > > > > Date 31 Aug 2015
> > > > > > Airline Aeroflot
> > > > > > Airline Record Locator [redacted]
> > > > > > Flight/Class SU103 L Economy Class
> > > > > > Origin New York, John F Kennedy International
> > > > > > Destination Moscow, Sheremetyevo
> > > > > > Departing 07:10 PM
> > > > > > Arriving 11:25 AM / 01 Sep 2015
> > > > > > Departure Terminal Terminal 1
> > > > > > Arrival Terminal Terminal D - Domestic/Intl
> > > > > > Estimated Time 9 Hrs 15 Mins
> > > > > > Stops Non-stop
> > > > > > Seats [redacted]
> > > > > > Confirmed
> > > > > > Entry and Exit Information for Travel
> > > > > >
> > > > > > American Express strongly recommendsthatyouperiodicallyreviewwww.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.
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> > > > > >
> > > > > > 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.
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> > > > > >> 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.
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> > > > > >>
> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > please note
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incentives to our travel counselors. For moreinformationpleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Sure, let me have a look..
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> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> **Friday 03 Jul 15**
> > > > >> **Other Information**
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> > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
> > > > >> **Monday 31 Aug 15**
> > > > >> **Flight Information**
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> > > > >> **Airline Aeroflot**
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> > > > >> **Flight/Class SU103 L Economy Class**
> > > > >> **Origin New York, John F Kennedy International**
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> > > > >> **Estimated Time 9 Hrs 15 Mins**
> > > > >> **Stops Non-stop**
> > > > >> **Seats [redacted]**
> > > > >> **Confirmed**
> > > > >> **Entry and Exit Information for Travel**
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> > > > >> **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.
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> > > > > please note
> > > > > The information contained in this communication is
> > > > > confidential, may be attorney-client privileged, may
> > > > > constitute inside information, and is intended only for
> > > > > the use of the addressee. It is the property of
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
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> > > >
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> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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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 ma y en t er 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. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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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 understa nd s an d 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.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > >> http://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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM

> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
> > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> 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.
> > > >>
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing.
> > >
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> > >
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]**> wrote:**
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova

> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >

> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
> > > > >>
> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.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

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> > > > >> PDF itinerary attachment:
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> > > > >>
> > > > >> 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.
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recommend.
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> > > > > please note
> > > > > The information contained in this communication is
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> > > > > the use of the addressee. It is the property of
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> > > > > including all attachments. copyright -all rights reserved
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> > > >
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> > > >
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> > > >

> > > >

> > > > [redacted]

> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

> > >

> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > Regards,

> > > Natalia Molotkova

> > > Centurion Relationship Manager

> > > [redacted]

> > > [redacted]

> > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > >

> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > > Sure, let me have a look..

> > > Regards,

> > > Natalia Molotkova

> > > Centurion Relationship Manager

> > > [redacted]

> > > [redacted]

> > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > >

> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM

> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!

> > >

> > > Thanks, [redacted]

> > >

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> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > >> http://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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
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> > > >> 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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > >>
> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > >
> > >
> > > [redacted]
> > Customer ([redacted]) 08/18/2015 12:00 PM
> > ok thanks
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > >>
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova

> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >

> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > >> http://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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
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> > > >>
> > > >> 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.
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recommend.
> > > >>
> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > >
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> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > >> 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:
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> >

> >

> > [redacted]

> Response (Natalia Molotkova) 08/18/2015 01:14 PM

> Ok, let us see what rate desk will say...

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [redacted]

> [redacted]

> Hours: Monday through Friday 10:30am to 7:00pm EST

>

> Customer ([redacted]) 08/18/2015 01:09 PM

> Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.

>

> Sent from my iPhone

>

> > On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <[redacted]> wrote:

> >

> >

> >

> > Response (Natalia Molotkova) 08/18/2015 12:46 PM

> > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

> >

> > Response (Natalia Molotkova) 08/18/2015 12:40 PM

> > I will...

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:39 PM
> > ok, so when they get back to you (up to 48 hours from now) just let me know!
> >
> > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
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> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
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> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
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> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > > >> http://myamextravel.com/baggage
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> > > > > >> 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:
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> > > > > >> Friday 03 Jul 15
> > > > > >> Other Information
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
> > > > > >> Flight Information
> > > > > >>
> > > > > >> Date 31 Aug 2015
> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
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> > > > > >> Departing 07:10 PM
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> > > > > >> Departure Terminal Terminal 1
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> > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > >> Stops Non-stop
> > > > > >> Seats [redacted]
> > > > > >> Confirmed
> > > > > >> Entry and Exit Information for Travel
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> > > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.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.
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> > > > > >>
> > > > > >> 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.
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> > > > > > please note
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> > > > > > the use of the addressee. It is the property of

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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
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> > > > Thanks, [redacted]
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> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
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> > > >
> > > >
> > > > [redacted]

> > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > ok thanks
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
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> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
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> > > > > Response (Administrator) 08/18/2015 07:48 AM
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> > > > > Thanks, [redacted]
> > > > >
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> > > > > >> 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.
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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > >> 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.
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > > >
> > > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class

> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
> > > > >>
> > > > >> American Express strongly recommends that youperiodicallyreviewwww.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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >

> > > >

> > > > [redacted]

> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM

> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

> > > Regards,

> > > Natalia Molotkova

> > > Centurion Relationship Manager

> > > [redacted]

> > > [redacted]

> > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > >

> > > Customer ([redacted]) 08/18/2015 11:39 AM

> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

> > >

> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova

<[redacted]> wrote:

> > >

> > > >

> > > >

> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 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!
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> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
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> > > > >>
> > > > >> 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.

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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
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> > > >
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> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > >> http://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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
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> > > >> Flight/Class SU103 L Economy Class
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> > > >> Departing 07:10 PM
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> > > >> Seats [redacted]
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> > > >> Entry and Exit Information for Travel
> > > >>
> > > >> American Express strongly recommends that you periodicallyreviewwww.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.
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> > > >>

> > > > >> 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.
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> > > > >>
> > > > >> 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 ma y en t er 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. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing.
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> > >

> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]

> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
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> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > >>
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> > > > >> PDF itinerary attachment:
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >>
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> > >
> > >
> > > [redacted]
> > Customer ([redacted]) 08/18/2015 12:00 PM
> > ok thanks
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
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> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate

desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
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> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > > Thanks, [redacted]
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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
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> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
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> > > > >> American Express strongly recommends that

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

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

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> > > >
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> > > [redacted]
> > > [redacted]

> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > >> http://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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information

> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
> > > >> American Express strongly recommends that you periodicallyreviewwww.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.
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> > > >>
> > > >> 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.
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> > > >>
> > > >> 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 ma y en t er 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. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
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> > > > confidential, may be attorney-client privileged, may
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> > > > the use of the addressee. It is the property of
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> > >
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> >
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > Centurion Relationship Manager
> > [redacted]

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> > >> Other Information
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> >

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> >
> >
> > [redacted]
>
> From: [redacted]>
> Content-Type: multipart/alternative;
> boundaryple-Mail-B39BF4A2-F1F8-4A9D-AD07-66B381C04D9D
>
> Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.
>
> Sent from my iPhone
> On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <
[redacted] > wrote:
>
>

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>
> **Response (Natalia Molotkova) 08/18/2015 12:46 PM**
>
>
> **[redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?**
>
>
> **Regards,**
>
> **Natalia Molotkova**
>
> **Centurion Relationship Manager**
>
> **[redacted]**
>
> **[redacted]**
>
> **Hours: Monday through Friday 10:30am to 7:00pm EST**
>
>
>
> **Response (Natalia Molotkova) 08/18/2015 12:40 PM**
>
>
> **I will...**
>
>
> **Regards,**
>
> **Natalia Molotkova**
>
> **Centurion Relationship Manager**
>
> **[redacted]**
>
> **[redacted]**
>
> **Hours: Monday through Friday 10:30am to 7:00pm EST**
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>
>
> **Customer ([redacted]) 08/18/2015 12:39 PM**
>
>
> **ok, so when they get back to you (up to 48 hours from now) just let me know!**
>

> On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <
[redacted] > wrote:
>
> >
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> >
>
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
>
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
>
> >
>
> > Customer ([redacted]) 08/18/2015 12:21 PM
>
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> >
>
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
>
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> > >
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> > >
>
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
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>
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>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > >
>
> > > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> > >
>
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> > > > Thanks, [redacted]
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> > > > >> **Stops Non-stop**
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> > > > >> **Seats** [redacted]
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> > > > >> **Entry and Exit Information for Travel**
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> > > > >> **American Express strongly recommends thatyouperiodicallyreviewwww.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.**
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> > > > >> **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.**
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> > > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > > >> **PDF itinerary attachment:**
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> > > > >> **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.**
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> > > > >> **http://www.adobe.com/products/acrobat/readstep.html**
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> 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.
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> > > > >> 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 ma
> y en t er 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.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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> > > > > The information contained in this communication is
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> > > > > confidential, may be attorney-client privileged, may
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> > > > > constitute inside information, and is intended only for
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> > > > > the use of the addressee. It is the property of
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> > > > > Unauthorized use, disclosure or copying of this
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> > > > > communication or any part thereof is strictly prohibited
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> > > > > and may be unlawful. If you have received this
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> > > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > > destroy this communication and all copies thereof,
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> > > > > including all attachments. copyright -all rights reserved
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> > > > Privacy Statement | Visit the Centurion Card website
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> > > > To learn more about e-mail security or report a suspicious e-mail, please visitusatamericanexpress.com/phishing .
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> > > > 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 understa nd
> s an d 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.
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> i na ctions 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 informationpleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > > [redacted]
>
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> > >
>
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > Sure, let me have a look..
>
> > > Regards,
>
> > > Natalia Molotkova
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> > > Centurion Relationship Manager
>
> > > [redacted]
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> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
>
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
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> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> 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].
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> 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:
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> > > >> Other Information
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> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
>
> > > >> **Monday 31 Aug 15**
>
> > > >> **Flight Information**
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>
> > > >> **Date 31 Aug 2015**
>
> > > >> **Airline Aeroflot**
>
> > > >> **Airline Record Locator [redacted]**
>
> > > >> **Flight/Class SU103 L Economy Class**
>
> > > >> **Origin New York, John F Kennedy International**
>
> > > >> **Destination Moscow, Sheremetyevo**
>
> > > >> **Departing 07:10 PM**
>
> > > >> **Arriving 11:25 AM / 01 Sep 2015**
>
> > > >> **Departure Terminal Terminal 1**
>
> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
>
> > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > >> **Stops Non-stop**
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> > > >> **Seats [redacted]**
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> > > >> **Confirmed**
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> > > >> **Entry and Exit Information for Travel**
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> > > >> **American Express strongly recommends that youperiodicallyreviewwww.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.**
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> > > >> **You may receive customer service emails even if you have requested not to**

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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> 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.
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> 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.
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> en t er 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.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > The information contained in this communication is
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> > > > confidential, may be attorney-client privileged, may
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> > > > constitute inside information, and is intended only for
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> > > > the use of the addressee. It is the property of
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> > > > JEE
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> > > > Unauthorized use, disclosure or copying of this
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> > > > communication or any part thereof is strictly prohibited
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> > > > and may be unlawful. If you have received this
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> > > > destroy this communication and all copies thereof,
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> > > > including all attachments. copyright -all rights reserved
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> > > Privacy Statement | Visit the Centurion Card website
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing .
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> > > 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 understand s
> an d 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.
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> na ctions 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

pleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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>
> > > [redacted]
>
> > Customer ([redacted]) 08/18/2015 12:00 PM
>
> > ok thanks
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> >
>
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
>
> >
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> > >
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> > >
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> > >
>
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
>
> > > >
>
> > > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
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>
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:

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> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM

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> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

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> > > >

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> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

>

> > > > Regards,

>

> > > > Natalia Molotkova

>

> > > > Centurion Relationship Manager

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> > > > [redacted]

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> > > > [redacted]

>

> > > > Hours: Monday through Friday 10:30am to 7:00pm EST

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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

>

> > > > Sure, let me have a look..

>

> > > > Regards,

>

> > > > Natalia Molotkova

>

> > > > Centurion Relationship Manager

>

> > > > [redacted]

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> > > > [redacted]

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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST

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> > > > Response (Administrator) 08/18/2015 07:48 AM

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> > > > 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]) 08/18/2015 07:48 AM
>
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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>
> > > > Thanks, [redacted]
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> > > > >
>
> > > > > >> From: "American Express Travel" < [redacted] >
>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> > > > > >> To: [redacted]
>
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > >> 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].
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> > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > >> http://myamextravel.com/baggage
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> > > > > >> 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:
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> > > > >> **Friday 03 Jul 15**
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> > > > >> **Other Information**
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> > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
>
> > > > >> **Monday 31 Aug 15**
>
> > > > >> **Flight Information**
>
> > > > >>
>
> > > > >> **Date 31 Aug 2015**
>
> > > > >> **Airline Aeroflot**
>
> > > > >> **Airline Record Locator [redacted]**
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> > > > >> **Flight/Class SU103 L Economy Class**
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> > > > >> **Origin New York, John F Kennedy International**
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> > > > >> **Destination Moscow, Sheremetyevo**
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> > > > >> **Departing 07:10 PM**
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> > > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > > >> **Departure Terminal Terminal 1**
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> > > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > > >> **Stops Non-stop**
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> > > > >> **Confirmed**

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> > > > >> Entry and Exit Information for Travel
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> > > > >> 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.
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> 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.
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> 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.
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> y en t er 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.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > The information contained in this communication is

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> > > > 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 understa nd
> s an d 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.
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> i na ctions 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 informationpleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > > [redacted]
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> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> > >
>
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > Sure, let me have a look..

>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
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> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
>
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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>
> > > Thanks, [redacted]
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>
> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> 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].
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> > > >> **If airline tickets are purchased for this itinerary:**
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> > > >> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
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> > > >> **http://myamextravel.com/baggage**
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> > > >> **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:**
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> > > >> **Friday 03 Jul 15**
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> > > >> **Other Information**
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> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
>
> > > >> **Monday 31 Aug 15**
>
> > > >> **Flight Information**
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>
> > > >> **Date 31 Aug 2015**
>
> > > >> **Airline Aeroflot**
>
> > > >> **Airline Record Locator [redacted]**
>
> > > >> **Flight/Class SU103 L Economy Class**
>

> > > >> Origin New York, John F Kennedy International
>
> > > >> Destination Moscow, Sheremetyevo
>
> > > >> Departing 07:10 PM
>
> > > >> Arriving 11:25 AM / 01 Sep 2015
>
> > > >> Departure Terminal Terminal 1
>
> > > >> Arrival Terminal Terminal D - Domestic/Intl
>
> > > >> Estimated Time 9 Hrs 15 Mins
>
> > > >> Stops Non-stop
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> > > >> Seats [redacted]
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> > > >> Confirmed
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> > > >> Entry and Exit Information for Travel
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> 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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html

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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> 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.
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> an d 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.
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>
> > > [redacted]
>
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>

> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
>
> >
>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> >
>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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>
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

>
> > > Sure, let me have a look..
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Administrator) 08/18/2015 07:48 AM
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>
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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>
> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
>
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> > > >>

> > > >> If airline tickets are purchased for this itinerary:

> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:

> > > >> http://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:

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> > > >> Friday 03 Jul 15

> > > >> Other Information

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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

> > > >> Monday 31 Aug 15

> > > >> Flight Information

> > > >>

> > > >> Date 31 Aug 2015

> > > >> Airline Aeroflot

> > > >> Airline Record Locator [redacted]

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> > > >> Flight/Class SU103 L Economy Class
>
> > > >> Origin New York, John F Kennedy International
>
> > > >> Destination Moscow, Sheremetyevo
>
> > > >> Departing 07:10 PM
>
> > > >> Arriving 11:25 AM / 01 Sep 2015
>
> > > >> Departure Terminal Terminal 1
>
> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> Seats [redacted]
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> > > >> Entry and Exit Information for Travel
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> 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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > > >> **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.**
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> **en t er 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.**
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> an d 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.
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> na ctions 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 pleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > >
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> > >
>
> > > [redacted]
>
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> >

> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > Sure, let me have a look..
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
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> > [redacted]
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> > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
>
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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>
> > Thanks, [redacted]

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> > >> From: "American Express Travel" < [redacted] >
>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > >> To: [redacted]
>
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >>
>
> > >> 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].
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> > >> If airline tickets are purchased for this itinerary:
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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > >> http://myamextravel.com/baggage
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> > >> 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:
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> > >> Friday 03 Jul 15
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> > >> Other Information
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
>
> > >> Monday 31 Aug 15
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> > >> Flight Information
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>
> > >> Date 31 Aug 2015
>
> > >> Airline Aeroflot
>
> > >> Airline Record Locator [redacted]
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> > >> Flight/Class SU103 L Economy Class
>
> > >> Origin New York, John F Kennedy International
>
> > >> Destination Moscow, Sheremetyevo
>
> > >> Departing 07:10 PM
>
> > >> Arriving 11:25 AM / 01 Sep 2015
>
> > >> Departure Terminal Terminal 1
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> > >> Arrival Terminal Terminal D - Domestic/Intl
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> > >> Estimated Time 9 Hrs 15 Mins
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> > >> Stops Non-stop
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> > >> Seats [redacted]
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> > >> Confirmed
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> > >> Entry and Exit Information for Travel
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> > >> American Express strongly recommends that you periodicallyreviewwww.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.
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> > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > >> **PDF itinerary attachment:**
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> > >> **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.**
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> > >> **http://www.adobe.com/products/acrobat/readstep.html**
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>
> > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > >> **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.**
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> > >>
>
> > >> **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.**
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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 en
> t er 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.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > please note
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> > > The information contained in this communication is
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> > > confidential, may be attorney-client privileged, may
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> > > constitute inside information, and is intended only for
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> > > the use of the addressee. It is the property of
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> > > communication or any part thereof is strictly prohibited
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> > > and may be unlawful. If you have received this
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> > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > destroy this communication and all copies thereof,
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> > Privacy Statement | Visit the Centurion Card website
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> > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing .
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> > © 2015 American Express. All rights reserved
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> > 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 an
> d 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.
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> > [redacted]
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>
> Response (Natalia Molotkova) 08/18/2015 12:34 PM
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>
> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
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>
>
> Customer ([redacted]) 08/18/2015 12:21 PM
>
>
> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
>
> >
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> >
>
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,

>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
>
> >
>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> >
>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > Sure, let me have a look..
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
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>
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> > > Thanks, [redacted]
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>
> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]

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>
> > > >> **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].**
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> > > >> **If airline tickets are purchased for this itinerary:**
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> > > >> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
>
> > > >> **http://myamextravel.com/baggage**
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> > > >> **Friday 03 Jul 15**
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> > > >> **Other Information**
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> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
>
> > > >> **Monday 31 Aug 15**
>
> > > >> **Flight Information**
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> > > >>
>
> > > >> **Date 31 Aug 2015**
>
> > > >> **Airline Aeroflot**

>
> > > >> **Airline Record Locator** [redacted]
>
> > > >> **Flight/Class SU103 L Economy Class**
>
> > > >> **Origin New York, John F Kennedy International**
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> > > >> **Destination Moscow, Sheremetyevo**
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> > > >> **Departing 07:10 PM**
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> > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > >> **Departure Terminal Terminal 1**
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> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > >> **Stops Non-stop**
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> > > >> **Seats** [redacted]
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> > > >> **Confirmed**
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> > > >> **Entry and Exit Information for Travel**
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> > > >> **American Express strongly recommends that youperiodicallyreviewwww.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.**
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> > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > >> **PDF itinerary attachment:**
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> > > >> **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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > The information contained in this communication is
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> > > > confidential, may be attorney-client privileged, may
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> > > > constitute inside information, and is intended only for
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> > > > the use of the addressee. It is the property of
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> > > > JEE
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> > > > Unauthorized use, disclosure or copying of this
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> > > > communication or any part thereof is strictly prohibited
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> > > > and may be unlawful. If you have received this
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> > > > communication in error, please notify us immediately by
>
> > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > destroy this communication and all copies thereof,
>
> > > > including all attachments. copyright -all rights reserved
>
> > > Privacy Statement | Visit the Centurion Card website
>
> > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing .
>
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> an d 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.
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>
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> > > >> **If airline tickets are purchased for this itinerary:**
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> > > >> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
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> > > >> **http://myamextravel.com/baggage**
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> > > >> **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:**
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> > >> Friday 03 Jul 15
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> > >> Other Information
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > >> Monday 31 Aug 15
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> > >> Flight Information
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> > >> Date 31 Aug 2015
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> > >> Airline Aeroflot
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> > >> Airline Record Locator [redacted]
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> > >> Flight/Class SU103 L Economy Class
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> > >> Origin New York, John F Kennedy International
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> > >> Destination Moscow, Sheremetyevo
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> > >> Departing 07:10 PM
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> > >> Arriving 11:25 AM / 01 Sep 2015
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> > >> Departure Terminal Terminal 1
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:
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> > >> 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.
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> t er 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.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> d 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.
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> > [redacted]
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>
> Customer ([redacted]) 08/18/2015 12:00 PM
>
>
> ok thanks
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> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
>
> >
>
> >
>
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
>
> >
>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

>
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>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
>
> >
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> > >
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>
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> > >
>
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > Sure, let me have a look..
>
> > > Regards,
>
> > > Natalia Molotkova
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> > > Centurion Relationship Manager
>
> > > [redacted]
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> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 AM
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> > > 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]) 08/18/2015 07:48 AM
>
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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>
> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> **Friday 03 Jul 15**
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> > > >> **Other Information**
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> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > >> **Date 31 Aug 2015**
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> > > >> **Airline Aeroflot**
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> > > >> **Airline Record Locator [redacted]**
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> > > >> **Flight/Class SU103 L Economy Class**
>
> > > >> **Origin New York, John F Kennedy International**
>
> > > >> **Destination Moscow, Sheremetyevo**
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> > > >> **Departing 07:10 PM**
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> > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > >> **Departure Terminal Terminal 1**
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> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > >> Stops Non-stop
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> **t er 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.**
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > please note
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> > > The information contained in this communication is
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> > > confidential, may be attorney-client privileged, may
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> d 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.
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> ctions 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 visitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > [redacted]
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> Response (Natalia Molotkova) 08/18/2015 11:53 AM
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> **> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.**
> **>**
> **> Regards,**
> **>**
> **> Natalia Molotkova**
> **>**
> **> Centurion Relationship Manager**
> **>**
> **> [redacted]**
> **>**
> **> [redacted]**
> **>**
> **> Hours: Monday through Friday 10:30am to 7:00pm EST**
> **>**
> **>**
> **>**
> **> Customer ([redacted]) 08/18/2015 11:39 AM**
> **>**
> **>**
> **> This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...**
> **>**
> **> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <**
> **[redacted] > wrote:**
> **>**
> **> >**
> **>**
> **> >**
> **>**
> **> > Response (Natalia Molotkova) 08/18/2015 11:13 AM**
> **>**
> **> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?**
> **>**
> **> >**
> **>**
> **> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.**
> **>**
> **> > Regards,**
> **>**
> **> > Natalia Molotkova**
> **>**
> **> > Centurion Relationship Manager**
> **>**
> **> > [redacted]**
> **>**
> **> > [redacted]**

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> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > Sure, let me have a look..
>
> > Regards,
>
> > Natalia Molotkova
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> > Centurion Relationship Manager
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> > [redacted]
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> > [redacted]
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> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
>
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > Thanks, [redacted]
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> > >> From: "American Express Travel" < [redacted] >
>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > >> To: [redacted]
>
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >> 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].
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> > >> If airline tickets are purchased for this itinerary:
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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > >> http://myamextravel.com/baggage
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> > >> 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:
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> > >> Friday 03 Jul 15
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> > >> Other Information
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > >> Monday 31 Aug 15
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> > >> Flight Information
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> > >> Date 31 Aug 2015

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> > >> Airline Aeroflot
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> > >> Airline Record Locator [redacted]
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> > >> Flight/Class SU103 L Economy Class
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> > >> Origin New York, John F Kennedy International
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> > >> Destination Moscow, Sheremetyevo
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> > >> Departing 07:10 PM
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> > >> Arriving 11:25 AM / 01 Sep 2015
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> > >> Departure Terminal Terminal 1
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> > >> Arrival Terminal Terminal D - Domestic/Intl
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> > >> Estimated Time 9 Hrs 15 Mins
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> > >> Stops Non-stop
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> > >> Seats [redacted]
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> > >> Entry and Exit Information for Travel
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> > >> American Express strongly recommends that you periodicallyreviewwww.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.
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:

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> > >> 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.
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> 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.
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> **Response (Natalia Molotkova) 08/18/2015 11:13 AM**
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>
> **I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.**
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>
> **Regards,**
>
> **Natalia Molotkova**
>
> **Centurion Relationship Manager**
>
> [redacted]
>
> [redacted]
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> **Hours: Monday through Friday 10:30am to 7:00pm EST**
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> **Centurion Relationship Manager**
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> **Response (Administrator) 08/18/2015 07:48 AM**
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> **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!**

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> Customer ([redacted]) 08/18/2015 07:48 AM
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> Thanks, [redacted]
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> >> From: "American Express Travel" < [redacted] >
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> >> Date: June 26, 2015 at 6:34:07 PM EDT
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> >> To: [redacted]
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> >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> >> If airline tickets are purchased for this itinerary:
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> >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> >> http://myamextravel.com/baggage
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> >> **Friday 03 Jul 15**
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> >> **Other Information**
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> >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> >> **Monday 31 Aug 15**
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> >> **Flight Information**
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> >> **Date 31 Aug 2015**
>
> >> **Airline Aeroflot**
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> >> **Airline Record Locator [redacted]**
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> >> **Flight/Class SU103 L Economy Class**
>
> >> **Origin New York, John F Kennedy International**
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> >> **Destination Moscow, Sheremetyevo**
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> >> **Departing 07:10 PM**
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> >> **Arriving 11:25 AM / 01 Sep 2015**
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> >> **Departure Terminal Terminal 1**
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> >> **Arrival Terminal Terminal D - Domestic/Intl**
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> >> **Estimated Time 9 Hrs 15 Mins**
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> >> **Stops Non-stop**
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> >> **Seats [redacted]**
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> >> **Entry and Exit Information for Travel**
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> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> >> 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.
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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.
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> [redacted]
> Response (Natalia Molotkova) 08/18/2015 12:46 PM
> [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> Regards,
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> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Response (Natalia Molotkova) 08/18/2015 12:40 PM
> I will...
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 12:39 PM
> ok, so when they get back to you (up to 48 hours from now) just let me know!
>
> On Aug 18, 2015, at 12:34 PM, Natalia Molotkova
<[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
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> > >
> > > >
> > > >
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> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > Sure, let me have a look..
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> > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > >
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> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > > >> http://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:
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> > > > >>
> > > > >> Friday 03 Jul 15
> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class

> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
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> > > > >>
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> > > > >>
> > > > >> 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
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> 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.
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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 ma y en t er 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.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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> > > > > confidential, may be attorney-client privileged, may
> > > > > constitute inside information, and is intended only for
> > > > > the use of the addressee. It is the property of
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> > > > 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

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> > > > please note
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> > > > JEE
> > > > Unauthorized use, disclosure or copying of this
> > > > communication or any part thereof is strictly prohibited
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing.
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> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
> > > > >>
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> > > > >> 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.
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> > > > >> 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.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:**
> > > >> **http://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:**
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> > > >> **Friday 03 Jul 15**
> > > >> **Other Information**
> > > >>
> > > >> **CITIZENS OF[redacted] MUST CARRY A VALID PASSPORT**
> > > >> **Monday 31 Aug 15**
> > > >> **Flight Information**
> > > >>
> > > >> **Date 31 Aug 2015**
> > > >> **Airline Aeroflot**
> > > >> **Airline Record Locator [redacted]**
> > > >> **Flight/Class SU103 L Economy Class**
> > > >> **Origin New York, John F Kennedy International**
> > > >> **Destination Moscow, Sheremetyevo**
> > > >> **Departing 07:10 PM**
> > > >> **Arriving 11:25 AM / 01 Sep 2015**
> > > >> **Departure Terminal Terminal 1**
> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
> > > >> **Estimated Time 9 Hrs 15 Mins**
> > > >> **Stops Non-stop**
> > > >> **Seats[redacted]**
> > > >> **Confirmed**
> > > >> **Entry and Exit Information for Travel**
> > > >>
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> > > >> 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.
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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 i na ctions 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 visitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted]ccording to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > >
> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
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> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
> > > >> http://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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class

> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > >
> > > [redacted]
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> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
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> > [redacted]
> [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > Response (Administrator) 08/18/2015 07:48 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!**
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> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> >
> > Thanks[redacted]
> >
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> > >
> > >> From: "American Express Travel" <[redacted]>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [redacted]
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
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> > >> http://myamextravel.com/baggage
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> > >> 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:
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> > >> Friday 03 Jul 15
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> > >> CITIZENS OF [redacted] MUST CARRY A VALID PASSPORT
> > >> Monday 31 Aug 15
> > >> Flight Information
> > >>
> > >> Date 31 Aug 2015
> > >> Airline Aeroflot
> > >> Airline Record Locator [redacted]
> > >> Flight/Class SU103 L Economy Class

> > >> Origin New York, John F Kennedy International
> > >> Destination Moscow, Sheremetyevo
> > >> Departing 07:10 PM
> > >> Arriving 11:25 AM / 01 Sep 2015
> > >> Departure Terminal Terminal 1
> > >> Arrival Terminal Terminal D - Domestic/Intl
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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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 an d 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.
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> >
> >
> > [redacted]
> Response (Natalia Molotkova) 08/18/2015 12:34 PM
> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
[redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 12:21 PM
> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
< [redacted] > wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted] according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
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> > >
> > > Thanks, [redacted]

> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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:
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> > > >>

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> > > >>

> > > >> 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.

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> >
> >
> > [redacted]
> Customer ([redacted]) 08/18/2015 12:00 PM
> ok thanks
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 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]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > >>
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >>
> > > >> 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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
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> > > >>
> > > >> 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.
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> > > >>
> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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original ticket was exchanged couple time.
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> > Centurion Relationship Manager
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> > >> **Friday 03 Jul 15**
> > >> **Other Information**
> > >>
> > >> **CITIZENS OF [redacted] MUST CARRY A VALID PASSPORT**
> > >> **Monday 31 Aug 15**
> > >> **Flight Information**
> > >>
> > >> **Date 31 Aug 2015**
> > >> **Airline Aeroflot**
> > >> **Airline Record Locator [redacted]**
> > >> **Flight/Class SU103 L Economy Class**
> > >> **Origin New York, John F Kennedy International**
> > >> **Destination Moscow, Sheremetyevo**
> > >> **Departing 07:10 PM**
> > >> **Arriving 11:25 AM / 01 Sep 2015**
> > >> **Departure Terminal Terminal 1**
> > >> **Arrival Terminal Terminal D - Domestic/Intl**
> > >> **Estimated Time 9 Hrs 15 Mins**
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> > >> **Seats [redacted]**
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