

**From:** Natalia Molotkova <[REDACTED]>  
**To:** "[REDACTED]" <[REDACTED]>  
**Subject:** Change Date for [REDACTED] to Moscow (Rec [REDACTED]) [Email Ref: [REDACTED]]  
**Date:** Tue, 18 Aug 2015 16:40:47 +0000

---

 Centurion Banner

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

I will...

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]  
(877) 877-0987  
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]  
> (877) 877-0987  
> 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]

>> (877) 877-0987  
>> 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  
>>> Lesley, 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]  
>>> (877) 877-0987  
>>> 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]  
>>> (877) 877-0987  
>>> 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, Lesley  
>>>  
>>>>  
>>>>  
>>>>  
>>>>

>>>> 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 1-877-877-0987.

>>>>

>>>> 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:

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

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

>>>>

>>>>

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

>>>>

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

>>>>

>>>> PDF itinerary attachment:

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

>>>>

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

>>>>

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

>>>>

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

>>>>

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

>>>>

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

>>>>

>>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>> --

>>>> 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

>>>> Unauthorized use, disclosure or copying of this  
>>>> communication or any part thereof is strictly prohibited  
>>>> and may be unlawful. If you have received this  
>>>> communication in error, please notify us immediately by  
>>>> return e-mail or by e-mail to [REDACTED], and  
>>>> 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.

>>>

>>> © 2015 American Express. All rights reserved

>>>

>>> When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

>>>

>>> Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here:

([http://maps.google.com/help/terms\\_maps.html](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](http://www.maps.google.com/help/legalnotices_maps.html)). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other

incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [www.americanexpress.com/travel/terms](http://www.americanexpress.com/travel/terms) 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

>> Lesley, 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]

>> (877) 877-0987

>> 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]

>> (877) 877-0987

>> 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, Lesley

>>

>>>

>>>

>>>

>>>> 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 1-877-877-0987.

>>>>

>>>> 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:

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>> Friday 03 Jul 15

>>>> Other Information

>>>>

>>>> CITIZENS OF RUSSIAN FEDERATION 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 18K

>>>> Confirmed

>>>> Entry and Exit Information for Travel

>>>>

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

>>>>

>>>>

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

>>>>

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

>>>>

>>>> PDF itinerary attachment:

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

>>>>

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

>>>>

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

>>>>

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

>>>>

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

>>>>

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

>>>>

>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

>>>>

>>>>

>>>

>>>

>>>

>>>

>>>

>>>

>>> --

>>> 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  
>>> Unauthorized use, disclosure or copying of this  
>>> communication or any part thereof is strictly prohibited  
>>> and may be unlawful. If you have received this  
>>> communication in error, please notify us immediately by  
>>> return e-mail or by e-mail to [REDACTED], and  
>>> 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 us  
atamericanexpress.com/phishing.

>>

>> © 2015 American Express. All rights reserved

>>

>> When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

>>

>> Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here:

([http://maps.google.com/help/terms\\_maps.html](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](http://www.maps.google.com/help/legalnotices_maps.html)). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [www.americanexpress.com/travelterms](http://www.americanexpress.com/travelterms)  
California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>

>>

>> [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]  
>> (877) 877-0987  
>> 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  
>>> Lesley, 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]  
>>> (877) 877-0987  
>>> 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]  
>>> (877) 877-0987  
>>> 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, Lesley

>>>

>>>>

>>>>

>>>>

>>>>> 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 1-877-877-0987.

>>>>>

>>>>> 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:

>>>>>

>>>>>

>>>>>

>>>>>

>>>>>

>>>>>

>>>>>

>>>>> Friday 03 Jul 15

>>>>> Other Information

>>>>>

>>>>> CITIZENS OF RUSSIAN FEDERATION 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 18K  
>>>> Confirmed  
>>>> Entry and Exit Information for Travel  
>>>>

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

>>>>  
>>>>

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

>>>>  
>>>>

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

>>>>  
>>>>

>>>> PDF itinerary attachment:

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

>>>>  
>>>>

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

>>>>  
>>>>

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

>>>>  
>>>>

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

>>>>  
>>>>

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

>>>>  
>>>>

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

marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

>>>>

>>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>> --

>>>> 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

>>>> Unauthorized use, disclosure or copying of this  
>>>> communication or any part thereof is strictly prohibited  
>>>> and may be unlawful. If you have received this  
>>>> communication in error, please notify us immediately by  
>>>> return e-mail or by e-mail to [REDACTED], and  
>>>> 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](http://usatamericanexpress.com/phishing).

>>>

>>> © 2015 American Express. All rights reserved

>>>

>>> When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or

American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

>>>

>>> Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here:

([http://maps.google.com/help/terms\\_maps.html](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](http://www.maps.google.com/help/legalnotices_maps.html)). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [www.americanexpress.com/travelterms](http://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

>> Lesley, 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 from them to double check the rules again, due to the original ticket was exchanged couple time.

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> (877) 877-0987

>> 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]

>> (877) 877-0987

>> 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, Lesley

>>

>>>

>>>

>>>

>>>> 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 1-877-877-0987.

>>>>

>>>> 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:

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>> Friday 03 Jul 15

>>>> Other Information

>>>>

>>>> CITIZENS OF RUSSIAN FEDERATION 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 18K

>>>> Confirmed

>>>> Entry and Exit Information for Travel

>>>>

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

>>>>

>>>>

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

>>>>

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

>>>>

>>>> PDF itinerary attachment:

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

>>>>

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

>>>>

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

>>>>

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

>>>>

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

>>>>

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

may also influence the suppliers we identify and the itineraries we recommend.

>>>>

>>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

>>>>

>>>>

>>>

>>>

>>>

>>>

>>>

>>> --

>>> 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

>>> Unauthorized use, disclosure or copying of this  
>>> communication or any part thereof is strictly prohibited  
>>> and may be unlawful. If you have received this  
>>> communication in error, please notify us immediately by  
>>> return e-mail or by e-mail to [REDACTED], and

>>> 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 us  
at [americanexpress.com/phishing](http://americanexpress.com/phishing).

>>

>> © 2015 American Express. All rights reserved

>>

>> When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

>>

>> Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here:

([http://maps.google.com/help/terms\\_maps.html](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here: ([http://www.maps.google.com/help/legalnotices\\_maps.html](http://www.maps.google.com/help/legalnotices_maps.html)). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [www.americanexpress.com/travelterms](http://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 11:53 AM

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

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> (877) 877-0987

> 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

>> Lesley, 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 for them to double check the rules again, due to the original ticket was exchanged couple times.

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> (877) 877-0987

>> 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]  
>> (877) 877-0987  
>> 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, Lesley  
>>  
>>>  
>>>  
>>>  
>>> 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 1-877-877-0987.  
>>>  
>>> 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:  
>>>  
>>>  
>>>  
>>>  
>>>  
>>>  
>>> Friday 03 Jul 15  
>>> Other Information  
>>>  
>>> CITIZENS OF RUSSIAN FEDERATION 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 18K  
>>>> Confirmed  
>>>> Entry and Exit Information for Travel  
>>>>  
>>>> American Express strongly recommends that you periodically review [www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.  
>>>>  
>>>>  
>>>> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at <http://www.americanexpress.com/privacy>.  
>>>>  
>>>> See attached itinerary PDF or link for full terms and conditions.  
>>>>  
>>>> PDF itinerary attachment:  
>>>> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.  
>>>>  
>>>> <http://www.adobe.com/products/acrobat/readstep.html>  
>>>>  
>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.  
>>>>  
>>>> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.  
>>>>  
>>>> Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.  
>>>>  
>>>> Intermediary Disclosure. Amex assists you in finding travel suppliers and making

arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

>>>>

>>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

>>>>

>>>>

>>>

>>>

>>>

>>>

>>>

>>> --

>>> 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

>>> Unauthorized use, disclosure or copying of this  
>>> communication or any part thereof is strictly prohibited  
>>> and may be unlawful. If you have received this  
>>> communication in error, please notify us immediately by  
>>> return e-mail or by e-mail to [REDACTED], and

>>> 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 us  
at [americanexpress.com/phishing](http://americanexpress.com/phishing).

>>

>> © 2015 American Express. All rights reserved

>>

>> When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf

of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

>>

>> Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here:

([http://maps.google.com/help/terms\\_maps.html](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](http://www.maps.google.com/help/legalnotices_maps.html)). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [www.americanexpress.com/travelterms](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>

>>

>>

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

> Lesley, 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 from them to double check the rules again, due to the original ticket was exchanged couple time.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

>

> (877) 877-0987

> 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

>

> (877) 877-0987

> 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, Lesley

>

>>

>>

>>

>>> 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 1-877-877-0987.

>>>

>>> 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:

>>>

>>>

>>>

>>>

>>>

>>>

>>>

>>> Friday 03 Jul 15

>>> Other Information

>>>

>>> CITIZENS OF RUSSIAN FEDERATION 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 18K  
>>> Confirmed  
>>> Entry and Exit Information for Travel  
>>>  
>>> American Express strongly recommends that you periodically review [www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.  
>>>  
>>>  
>>> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at <http://www.americanexpress.com/privacy>.  
>>>  
>>> See attached itinerary PDF or link for full terms and conditions.  
>>>  
>>> PDF itinerary attachment:  
>>> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.  
>>>  
>>> <http://www.adobe.com/products/acrobat/readstep.html>  
>>>  
>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.  
>>>  
>>> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.  
>>>  
>>> Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbookings, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.  
>>>  
>>> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in

marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

>>>

>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

>>>

>>>

>>

>>

>>

>>

>>

>> --

>> 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

>> Unauthorized use, disclosure or copying of this  
>> communication or any part thereof is strictly prohibited  
>> and may be unlawful. If you have received this  
>> communication in error, please notify us immediately by  
>> return e-mail or by e-mail to [REDACTED], and  
>> 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 us at [americanexpress.com/phishing](http://americanexpress.com/phishing).

>

> © 2015 American Express. All rights reserved

>

> When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or

American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

>

> Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here:

([http://maps.google.com/help/terms\\_maps.html](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](http://www.maps.google.com/help/legalnotices_maps.html)). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [www.americanexpress.com/travelterms](http://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 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]

(877) 877-0987

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]

> (877) 877-0987

> 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

>> Lesley, 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]

>> (877) 877-0987

>> 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]

>> (877) 877-0987

>> 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, Lesley

>>

>>>

>>>

>>>

>>>> 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 1-877-877-0987.

>>>>  
>>>> 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:

>>>>  
>>>>  
>>>>  
>>>>  
>>>>  
>>>>  
>>>>  
>>>> Friday 03 Jul 15  
>>>> Other Information

>>>>  
>>>> CITIZENS OF RUSSIAN FEDERATION 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 18K  
>>>> Confirmed  
>>>> Entry and Exit Information for Travel

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

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

>>>>

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

>>>>

>>>> PDF itinerary attachment:

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

>>>>

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

>>>>

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

>>>>

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

>>>>

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

>>>>

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

>>>>

>>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>> --

>>> 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

>>> Unauthorized use, disclosure or copying of this  
>>> communication or any part thereof is strictly prohibited  
>>> and may be unlawful. If you have received this  
>>> communication in error, please notify us immediately by  
>>> return e-mail or by e-mail to [REDACTED], and

>>> 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 us  
at [americanexpress.com/phishing](http://americanexpress.com/phishing).

>>

>> © 2015 American Express. All rights reserved

>>

>> When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

>>

>> Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here:

([http://maps.google.com/help/terms\\_maps.html](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](http://www.maps.google.com/help/legalnotices_maps.html)). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [www.americanexpress.com/travelterms](http://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  
> Lesley, 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]  
> (877) 877-0987  
> 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]  
> (877) 877-0987  
> 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, Lesley  
>  
>>  
>>  
>>  
>>  
>>> 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 1-877-877-0987.  
>>>  
>>> 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:

>>>

>>>

>>>

>>>

>>>

>>>

>>>

>>> Friday 03 Jul 15

>>> Other Information

>>>

>>> CITIZENS OF RUSSIAN FEDERATION 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 18K

>>> Confirmed

>>> Entry and Exit Information for Travel

>>>

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

>>>

>>>

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

>>>

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

>>>

>>> PDF itinerary attachment:

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

>>>

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

>>>

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

>>>

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

>>>

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

>>>

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

>>>

>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

>>>

>>>

>>

>>

>>

>>

>>

>>

>> --

>> 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

>> Unauthorized use, disclosure or copying of this  
>> communication or any part thereof is strictly prohibited  
>> and may be unlawful. If you have received this  
>> communication in error, please notify us immediately by  
>> return e-mail or by e-mail to [REDACTED], and  
>> 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 us at  
americanexpress.com/phishing.

>  
> © 2015 American Express. All rights reserved  
>

> When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

>  
> Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here: ([http://maps.google.com/help/terms\\_maps.html](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here: ([http://www.maps.google.com/help/legalnotices\\_maps.html](http://www.maps.google.com/help/legalnotices_maps.html)). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [www.americanexpress.com/travelterms](http://www.americanexpress.com/travelterms)  
California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>  
>  
> [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]

> (877) 877-0987

> 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

>> Lesley, 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]

>> (877) 877-0987

>> 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]

>> (877) 877-0987

>> 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, Lesley

>>

>>>

>>>

>>>

>>>> 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 1-877-877-0987.

>>>>

>>>> 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:

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>> Stops Non-stop

>>> Seats 18K

>>> Confirmed

>>> Entry and Exit Information for Travel

>>>

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

>>>

>>>

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

>>>

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

>>>

>>> PDF itinerary attachment:

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

>>>

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

>>>

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

>>>

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

>>>

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

>>>

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

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

>>>>

>>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>>

>>>> --

>>> 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

>>> Unauthorized use, disclosure or copying of this communication or any part thereof is strictly prohibited and may be unlawful. If you have received this communication in error, please notify us immediately by return e-mail or by e-mail to [REDACTED], and 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 us at [americanexpress.com/phishing](http://americanexpress.com/phishing).

>>

>> © 2015 American Express. All rights reserved

>>

>> When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

>>

>> Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here:

([http://maps.google.com/help/terms\\_maps.html](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](http://www.maps.google.com/help/legalnotices_maps.html)). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [www.americanexpress.com/travelterms](http://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

> Lesley, 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 from them to double check the rules again, due to the original ticket was exchanged couple time.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> (877) 877-0987

> 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]

> (877) 877-0987

> 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, Lesley

>

>>

>>

>>

>>> 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 1-877-877-0987.

>>>

>>> 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:

>>>

>>>

>>>

>>>

>>>

>>>

>>>

>>>

>>> Friday 03 Jul 15

>>> Other Information

>>>

>>> CITIZENS OF RUSSIAN FEDERATION 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 18K

>>> Confirmed

>>> Entry and Exit Information for Travel

>>>

>>> American Express strongly recommends that you periodically review [www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate entry/exit

requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

>>>

>>>

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

>>>

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

>>>

>>> PDF itinerary attachment:

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

>>>

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

>>>

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

>>>

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

>>>

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

>>>

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

>>>

>>> California State Seller of Travel Registration Number: 1022318. Washington State

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

>>>

>>>

>>

>>

>>

>>

>>

>> --

>> 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

>> Unauthorized use, disclosure or copying of this  
>> communication or any part thereof is strictly prohibited  
>> and may be unlawful. If you have received this  
>> communication in error, please notify us immediately by  
>> return e-mail or by e-mail to [REDACTED], and

>> 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 us at  
americanexpress.com/phishing.

>

> © 2015 American Express. All rights reserved

>

> When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

>

> Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here:

([http://maps.google.com/help/terms\\_maps.html](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

([http://www.maps.google.com/help/legalnotices\\_maps.html](http://www.maps.google.com/help/legalnotices_maps.html)). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your

behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [www.americanexpress.com/travelterms](http://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 11:53 AM**

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

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

(877) 877-0987

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

> Lesley, 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 from them to double check the rules again, due to the original ticket was exchanged couple time.

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

> (877) 877-0987

> 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]  
> (877) 877-0987  
> 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, Lesley  
>  
>>  
>>  
>>  
>> 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 1-877-877-0987.  
>>  
>> 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:  
>>  
>>  
>>  
>>  
>>  
>>  
>>  
>> Friday 03 Jul 15  
>> Other Information  
>>  
>> CITIZENS OF RUSSIAN FEDERATION 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 18K  
>>> Confirmed  
>>> Entry and Exit Information for Travel  
>>>

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

>>>  
>>>

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

>>>

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

>>>

>>> PDF itinerary attachment:

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

>>>

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

>>>

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

>>>

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

>>>

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

>>>

>>> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying

travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

>>>

>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

>>>

>>>

>>

>>

>>

>>

>>

>>

>> --

>> 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

>> Unauthorized use, disclosure or copying of this  
>> communication or any part thereof is strictly prohibited  
>> and may be unlawful. If you have received this  
>> communication in error, please notify us immediately by  
>> return e-mail or by e-mail to [REDACTED], and  
>> 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 us at [americanexpress.com/phishing](http://americanexpress.com/phishing).

>

> © 2015 American Express. All rights reserved

>

> When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and

utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

>

> Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here: ([http://maps.google.com/help/terms\\_maps.html](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here: ([http://www.maps.google.com/help/legalnotices\\_maps.html](http://www.maps.google.com/help/legalnotices_maps.html)). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [www.americanexpress.com/travelterms](http://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**

Lesley, 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 from them to double check the rules again, due to the original ticket was exchanged couple time.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

(877) 877-0987

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]

(877) 877-0987

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, Lesley

>

>

>

>> 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 1-877-877-0987.

>>

>> 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:

>>

>>

>>

>>

>>

>>

>>

>>

>> Friday 03 Jul 15

>> Other Information

>>

>> CITIZENS OF RUSSIAN FEDERATION 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 18K  
>> Confirmed  
>> Entry and Exit Information for Travel  
>>  
>> American Express strongly recommends that you periodically review [www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.  
>>  
>>  
>> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at <http://www.americanexpress.com/privacy>.  
>>  
>> See attached itinerary PDF or link for full terms and conditions.  
>>  
>> PDF itinerary attachment:  
>> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.  
>>  
>> <http://www.adobe.com/products/acrobat/readstep.html>  
>>  
>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.  
>>  
>> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.  
>>  
>> Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.  
>>  
>> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also

provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

>>

>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

>>

>>

>

>

>

>

>

> --

> 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

> Unauthorized use, disclosure or copying of this

> communication or any part thereof is strictly prohibited

> and may be unlawful. If you have received this

> communication in error, please notify us immediately by

> return e-mail or by e-mail to [REDACTED], and

> 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 us at [americanexpress.com/phishing](http://americanexpress.com/phishing).

© 2015 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot® and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here: [http://maps.google.com/help/terms\\_maps.html](http://maps.google.com/help/terms_maps.html). For "Map Legal Notices" click here: [http://www.maps.google.com/help/legalnotices\\_maps.html](http://www.maps.google.com/help/legalnotices_maps.html). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the

actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [www.americanexpress.com/travelterms](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

