

From: [REDACTED]
To: Natalia Molotkova <[REDACTED]>
Subject: Re: Change Date for [REDACTED] [REDACTED] to Moscow (Rec [REDACTED]) [Email Ref: [REDACTED]]
Date: Tue, 18 Aug 2015 17:08:16 +0000

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

Sent from my iPhone

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

> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
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> > > Centurion Relationship Manager
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> > > This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[REDACTED]> wrote:
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> > >
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> > > > 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?
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> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
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> > > > [REDACTED]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate. Have a wonderful day!
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> > > >
> > > > Thanks, 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-██████████.

> > > > >

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

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

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

> > > > >

> > > > > Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:

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> > > > > Friday 03 Jul 15

> > > > > Other Information

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> > > > > CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

> > > > > Monday 31 Aug 15

> > > > > Flight Information

> > > > >

> > > > > Date 31 Aug 2015

> > > > > Airline Aeroflot

> > > > > Airline Record Locator ██████████

> > > > > Flight/Class SU103 L Economy Class

> > > > > Origin New York, John F Kennedy International

> > > > > Destination Moscow, Sheremetyevo

> > > > > Departing 07:10 PM

> > > > > Arriving 11:25 AM / 01 Sep 2015

> > > > > Departure Terminal Terminal 1

> > > > > Arrival Terminal Terminal D - Domestic/Intl

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> > > > > Stops Non-stop

> > > > > Seats 18K

> > > > > Confirmed

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> > > > > American Express strongly recommends that

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

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> > > > >

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

> > > > >

> > > > > PDF itinerary attachment:

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

> > > > >

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

> > > > >

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

> > > > >

> > > > > Please be advised that certain mandatory hotel-imposed charges, including, but not

limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

> > > >>

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> > > >>

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

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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.

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> > >

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

> > > >> To: [REDACTED]

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

> > > >>

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> > > >> Friday 03 Jul 15

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> > > >>
> > > >> See attached itinerary PDF or link for full terms and conditions.
> > > >>
> > > >> PDF itinerary attachment:
> > > >> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader.
Refer to website below to download and install this free software.
> > > >>
> > > >> <http://www.adobe.com/products/acrobat/readstep.html>
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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,
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> > > > please note
> > > > The information contained in this communication is
> > > > confidential, may be attorney-client privileged, may
> > > > constitute inside information, and is intended only for
> > > > the use of the addressee. It is the property of
> > > > JEE
> > > > 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.

>>>
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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
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> > > >> 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

> > > >>

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> > > >>

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

> > > >>

> > > >> PDF itinerary attachment:

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

> > > >>

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

> > > >>

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

> > > >>

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> > >

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> > > 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

> > >

> > >

> > > 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

> > >

> > >

> > > 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 () 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

> > >

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> > >

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

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

> > >> To: [redacted]

> > > > Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]
> > > >
> > > > DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address
that cannot accept incoming messages. If you have any questions, please contact Centurion
Travel Service at 1-[REDACTED].
> > > >
> > > > If airline tickets are purchased for this itinerary:
> > > > Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > <http://myamextravel.com/baggage>
> > > >
> > > > Your travel arrangements are outlined below in the email. Please refer to attached
PDF attachment and itinerary for more details regarding your travel arrangements. Your
Centurion Travel Service travel plans have been posted to a secure website. Please click on
the link to view your trip details:
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> > > >
> > > > Friday 03 Jul 15
> > > > Other Information
> > > >
> > > > CITIZENS OF 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
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> > > > Thank you for choosing American Express Centurion Travel Service and have a pleasant
trip.

> > > >>

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

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> > 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

> >

> >

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

> >

> > Customer () 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 < > 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]
> > > [REDACTED]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [REDACTED]
> > > [REDACTED]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of
the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00
PM EST Monday through Friday. If you need immediate assistance please call the number on the
back of your card and press 0 (zero) for the next available Centurion Support Associate. Have
a wonderful day!
> > > Customer ([REDACTED]) 08/18/2015 07:48 AM
> > > Good morning Natasha...can you please change this ticket for [REDACTED] [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]
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> > >> <http://myamextravel.com/baggage>
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> > >> Your travel arrangements are outlined below in the email. Please refer to attached
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the link to view your trip details:
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> > >>
> > >> Friday 03 Jul 15
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> > >> Airline Aeroflot
> > >> Airline Record Locator [REDACTED]
> > >> Flight/Class SU103 L Economy Class

> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
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> > 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

> >

> >

> > 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

> >

> >

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

> >

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

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> > Customer () 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-[REDACTED].

> > >

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

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

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

> > >

> > > Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:

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> > >>
> > >>
> > >> Friday 03 Jul 15
> > >> Other Information
> > >>
> > >> CITIZENS OF 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
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> > >> Estimated Time 9 Hrs 15 Mins
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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> >

> >

> > [REDACTED]

> Response (Natalia Molotkova) 08/18/2015 12:34 PM

> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

>

> Customer ([REDACTED]) 08/18/2015 12:21 PM

> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can... but...) and if we can't then forget it...(no need to reserve Dec flight)

>

> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[REDACTED]> wrote:

>

> >

> >

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

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

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [REDACTED]

> > [REDACTED]

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

> >

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

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

> >

> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[REDACTED]> wrote:

> >

> > >

> > >

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

> > > 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]
> > > [REDACTED]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [REDACTED]
> > > [REDACTED]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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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]
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>
> Customer ([REDACTED]) 08/18/2015 12:00 PM
> ok thanks

> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [REDACTED] > wrote:

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>
>> Response (Natalia Molotkova) 08/18/2015 11:53 AM
>> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager
>> [REDACTED]
>> [REDACTED]
>> Hours: Monday through Friday 10:30am to 7:00pm EST

>> Customer ([REDACTED]) 08/18/2015 11:39 AM
>> This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

>> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova < [REDACTED] > wrote:

>>
>>
>>> Response (Natalia Molotkova) 08/18/2015 11:13 AM
>>> 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,
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>>> [REDACTED]
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST

>>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>>> Sure, let me have a look..

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>>> Centurion Relationship Manager
>>> [REDACTED]
>>> [REDACTED]
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> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate. Have a wonderful day!
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> > >
> > > Thanks, Lesley
> > >
> > >
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> > >
> > >> From: "American Express Travel" <[REDACTED]>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [REDACTED]
> > >> Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]
> > >>
> > >> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-[REDACTED].
> > >>
> > >> If airline tickets are purchased for this itinerary:
> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > >> <http://myamextravel.com/baggage>
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> > >> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:
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> > >>
> > >> Friday 03 Jul 15
> > >> Other Information
> > >>
> > >> 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

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> > > >>

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

> > > >>

> > > >> PDF itinerary attachment:

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

> > > >>

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

> > > >>

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

> > > >>

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

> > > >>

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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
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> > > Flight/Class SU103 L Economy Class

> > > Origin New York, John F Kennedy International
> > > Destination Moscow, Sheremetyevo
> > > Departing 07:10 PM
> > > Arriving 11:25 AM / 01 Sep 2015
> > > Departure Terminal Terminal 1
> > > Arrival Terminal Terminal D - Domestic/Intl
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EFTA00343211

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> > > Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]
> > >
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> > > <http://myamextravel.com/baggage>
> > >
> > > Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:
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> > >
> > > 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
> > >
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> > >
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> > > If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
> > >
> > > <http://www.adobe.com/products/acrobat/readstep.html>
> > >
> > > Thank you for choosing American Express Centurion Travel Service and have a pleasant

trip.

> > >>

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> > >>

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

>
> Response (Natalia Molotkova) 08/18/2015 10:34 AM
> Sure, let me have a look..
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [REDACTED]
> [REDACTED]
> Hours: Monday through Friday 10:30am to 7:00pm EST

>
> Response (Administrator) 08/18/2015 07:48 AM
> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate. Have

a wonderful day!

> Customer ([REDACTED]) 08/18/2015 07:48 AM

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

>

> Thanks, 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]

>>>

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>>>

>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:

>>>

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>>>

>>> Friday 03 Jul 15

>>> Other Information

>>>

>>> CITIZENS OF 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

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> >> PDF itinerary attachment:

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

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

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

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the service provider used by the Card Member, and expressly understands and agrees that the
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provider (including, but not limited to negligence or failure to deliver on the terms of any
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CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>
>
> [REDACTED]

From: [REDACTED] >
Content-Type: multipart/alternative;
boundary="39BF4A2-F1F8-4A9D-AD07-66B381C04D9D"

<html><head><meta http-equiv="content-type" content="text/html; charset=utf-8"></head><body
dir="auto"><div>Thanks. I see you reserved the ticket. Totally fine just in case!
 Sorry, [REDACTED] having computer issues or I would have responded sooner.

Sent
from my iPhone</div><div>
On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <[REDACTED]> wrote:

</div><blockquote type="cite"><div>

</div>

<!-- Print Tread

=====>

<div

class="rnt_text_gray_thread">

I will...

<!-- Survey

Link =====>

<div

style="border-bottom:1px solid #ddd; padding-bottom: 10px;">

<!--

Signature =====>

<p>Regards,

Natalia Molotkova

Centurion Relationship Manager

 [redacted]

[redacted]

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

</div>

</div>

<!-- Print Header =====>

<div class="rnt_text">

Customer ([redacted]) 08/18/2015
12:39 PM

</div>

<!-- Print Tread

=====>

<div

class="rnt_text_thread">

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]

> ██████████

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

>

> Customer (██████████) 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 <mailto:██████████> 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

> > ██████████

> > ██████████

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

> >

> > Customer (██████████)
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 <mailto:██████████> 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

> > > ██████████

> > > ██████████

> > > 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

> > > ██████████

> > > ██████████

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

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

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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" <&a href="mailto: [REDACTED]">[REDACTED]>

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

> > > >> To: [REDACTED]

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

> > > >>

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> > > >> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

> > > >> Monday 31 Aug 15

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> > > >>

> > > >> Date 31 Aug 2015

> > > >> Airline Aeroflot

> > > >> Airline Record Locator [REDACTED]

> > > >> Flight/Class SU103 L Economy Class

> > > >> Origin New York, John F Kennedy International

> > > >> Destination Moscow, Sheremetyevo

> > > >> Departing 07:10 PM

> > > >> Arriving 11:25 AM / 01 Sep 2015

> > > >> Departure Terminal Terminal 1

> > > >> Arrival Terminal Terminal D - Domestic/Intl

> > > >> Estimated Time 9 Hrs 15 Mins

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> > > >> Seats 18K

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> > > >> Entry and Exit Information for Travel

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

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> > > >> PDF itinerary attachment:

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> > > >>

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

> > > >>

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

> > > >>

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Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel
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> > > >>

> > > >>

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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
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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
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> > >

> > >

> > > [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?

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

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [REDACTED]

> > [REDACTED]

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

> >

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

> > Sure, let me have a look..

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> > [REDACTED]

> > [REDACTED]

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> >

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

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> > Customer ([REDACTED]) 08/18/2015 07:48 AM

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

> >

> > Thanks, 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-[REDACTED].

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

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

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

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> > >> 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

> > >>

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> > >>

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a pleasant trip.

> > >>

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to the hotel operator at check-out from the property. You may wish to inquire with the hotel
before your trip regarding the existence and amount of such charges.

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> > >>

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> > >>

> > >>

> > > --

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> >

> >

> > [REDACTED]

> Customer ([REDACTED]) 08/18/2015 12:00 PM

> ok thanks

>

> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[REDACTED]> wrote:

>

> >

> >

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

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

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [REDACTED]

> > [REDACTED]

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

> >

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

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

> >

> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova [REDACTED] > wrote:

> >

> > >

> > >

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

> > > 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?

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

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> > > Centurion Relationship Manager

> > > [REDACTED]

> > > [REDACTED]

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

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

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

> > > Regards,

> > > Natalia Molotkova

> > > Centurion Relationship Manager

> > > [REDACTED]

> > > [REDACTED]

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

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

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08/18/2015 07:48 AM

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> > >

> > > 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-[REDACTED].

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target="_blank">http://myamextravel.com/baggage

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> > > >> Other Information

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> > > >> 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

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> > > >> Departing 07:10 PM

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> > > >> Arrival Terminal Terminal D - Domestic/Intl

> > > >> Estimated Time 9 Hrs 15 Mins

> > > >> Stops Non-stop

> > > >> Seats 18K

> > > >> Confirmed

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

> > > >>

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

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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay

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> > >

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> > > Centurion Relationship Manager

> > > [REDACTED]

> > > [REDACTED]

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

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> >

> > Thanks, Lesley

> >

> > >

> > >

> > >

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

> > >> To: [REDACTED]

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

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> > >>

> > >> 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.

> > >>

> > >> <a href="http://www.adobe.com/products/acrobat/readstep.html"
target="_blank">http://www.adobe.com/products/acrobat/readstep.html

> > >>

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

> > >>

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but not limited to, daily resort or facility fees, may be applicable to your stay and payable
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before your trip regarding the existence and amount of such charges.

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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,
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Certain suppliers may also provide compensation to us for various marketing and
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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
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> > >>

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

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

> > >>

> > >>

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

> >

> >

> > ██████████

> 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

> ██████████

> ██████████

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

>

> Customer (██████████) 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 <██████████> 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

> > ██████████

> > ██████████

> > 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

> > ██████████

> > ██████████

> > 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 (██████████) 08/18/2015 07:48 AM

> > Good morning Natasha...can you please change this ticket for ██████████ ██████████ 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]

> > >>

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> > >>

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

> > >>

> > >> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:

> > >> 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

> > >>

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> > >>

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> > >>

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

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

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ms 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

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> >> Other Information

> >>

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> >> Monday 31 Aug 15

> >> Flight Information

> >>

> >> Date 31 Aug 2015

> >> Airline Aeroflot

> >> Airline Record Locator [REDACTED]

> >> Flight/Class SU103 L Economy Class

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> >> 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

> >>

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 [REDACTED]

[REDACTED]

Hours: Monday through Friday 10:30am to 7:00pm EST</p>
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</div>

<!-- Print Header ===== -->

<div class="rnt_text">

Customer< a href="mailto: [REDACTED]"> [REDACTED] 08/18/2015
12:21 PM

</div>

<!-- Print Tread

===== -->

<div

class="rnt_text_thread">

Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can... but...) and if we can't then forget it...(no need to reserve Dec flight)

On Aug 18, 2015, at 11:53 AM, Natalia Molotkova [REDACTED] wrote:

>

>

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

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

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

>

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

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> > [REDACTED]

> > [REDACTED]

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> > Sure, let me have a look..

> > Regards,

> > Natalia Molotkova

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> > [REDACTED]

> > [REDACTED]

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08/18/2015 07:48 AM

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> >

> > Thanks, Lesley

> >

> > >

> > >

> > >

> > > > From: "American Express Travel" <&a
href="mailto: [REDACTED]"> [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
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> > >> Entry and Exit Information for Travel

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> > >> PDF itinerary attachment:

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ms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

> >

> >

> > ██████████

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

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it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me

to price new one?

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

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> ██████████

> ██████████

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

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

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> Centurion Relationship Manager

> ██████████

> ██████████

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

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> Customer (██████████) 08/18/2015

07:48 AM

> Good morning Natasha...can you please change this ticket for ██████████ ██████████ 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]

> >>

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

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

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

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> >> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:

> >> 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

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

> >

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

> > Sure, let me have a look..

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> > Centurion Relationship Manager

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> >

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> > >

> > >> From: "American Express Travel" <&a
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> > >> Date: June 26, 2015 at 6:34:07 PM EDT

> > >> To: [REDACTED]

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

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> >> Subject: Invoice ██████████ for ██████████ 31AUG15 ██████████

> >>

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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 ██████████

> >> 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

> >>

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> >>

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

> >>

> >> PDF itinerary attachment:

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> >>

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target="_blank">http://www.adobe.com/products/acrobat/readstep.html

> >>

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equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires,
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</div>

<!-- Print Tread

=====>

<div

class="rnt_text_thread">

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.

<!-- Survey

Link =====>

<div

style="border-bottom:1px solid #ddd; padding-bottom: 10px;">

<!--

Signature =====>

<p>Regards,
 Natalia Molotkova

Centurion Relationship Manager

 [redacted]

[redacted]

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

</div>

</div>

<!-- Print Header =====>

<div class="rnt_text_gray">

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

</div>

<!-- Print Tread

=====>

<div

class="rnt_text_gray_thread">

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]

> [REDACTED]

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

>

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

> Sure, let me have a look..

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

>

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

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> Customer ([REDACTED]) 08/18/2015 07:48 AM

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

>

> Thanks, 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]

> >>

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d agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the

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<!-- Survey

Link ===== -->

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Signature ===== -->

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Customer ([redacted]) 08/18/2015 07:48 AM

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Thanks, Lesley

>

>

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

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

>> To: [redacted]

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

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<!-- Survey

Link ===== -->

<div

style="border-bottom:1px solid #ddd; padding-bottom: 10px;">

<!--

Signature ===== -->

</div>

</div>

<div style="font-family: Arial; font-size: 8pt; color:#333; margin-top: 5px">

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