

From: [REDACTED] >
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Change Date for [REDACTED] [REDACTED] to Moscow (Rec [REDACTED]) [Email Ref: [REDACTED]]
Date: Tue, 18 Aug 2015 17:32:51 +0000

perfect thanks

On Aug 18, 2015, at 1:14 PM, Natalia Molotkova <[REDACTED]> wrote:

 Centurion Banner

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

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

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

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

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

Sent from my iPhone

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

>

>

>

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

> 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 for 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 for the respond from the rate desk, might take up to 48 hours.
>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager
>>> [REDACTED]
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>
>>> Customer ([REDACTED]) 08/18/2015 11:39 AM
>>> This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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>>> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[REDACTED]> wrote:
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>>>> 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
>>>>
>>>> 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:
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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 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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>>>>>
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>>>>> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
>>>>>
>>>>> <http://www.adobe.com/products/acrobat/readstep.html>
>>>>>
>>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
>>>>>
>>>>> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before

your trip regarding the existence and amount of such charges.

>>>>

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>>>>

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>>>>

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

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>>>>

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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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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

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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].

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

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>>>> Stops Non-stop
>>>> Seats 18K
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>>>> <http://www.adobe.com/products/acrobat/readstep.html>
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>>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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>>>>

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>>>>

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

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>>>> [REDACTED]
>>> Response (Natalia Molotkova) 08/18/2015 11:13 AM
>>> 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]
>>> 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]
>>> 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] 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
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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
>>>> 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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>>>>
>>>> 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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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 California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>>

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

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

>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager

>> [REDACTED]

>> 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.

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>>>> Centurion Relationship Manager

>>>> [REDACTED]

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

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

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

>>>> Regards,
>>>> Natalia Molotkova
>>>> Centurion Relationship Manager

>>>> [REDACTED]

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

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

>>>>

>>>> Thanks, 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-██████████.

>>>>

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

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

>>>>

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please visit www.americanexpress.com/travel/terms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

>>>

>>> [REDACTED]
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>> Natalia Molotkova

>> Centurion Relationship Manager

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

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>> Natalia Molotkova

>> Centurion Relationship Manager

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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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> > >
> > > 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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> 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

>

>

> 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

>>

>>

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

>>

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

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

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

>>

>>>

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>>> Centurion Relationship Manager

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

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

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

>>> Regards,

>>> Natalia Molotkova

>>> Centurion Relationship Manager

>>>

>>>

>>> 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

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>>>> From: "American Express Travel" <[REDACTED]>
>>>> Date: June 26, 2015 at 6:34:07 PM EDT
>>>> To: [REDACTED]
>>>> Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]
>>>>
>>>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only
address that cannot accept incoming messages. If you have any questions, please contact
Centurion Travel Service at 1-[REDACTED].
>>>>
>>>> If airline tickets are purchased for this itinerary:
>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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>>>> Your travel arrangements are outlined below in the email. Please refer to attached
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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 [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
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>>>> Arrival Terminal Terminal D - Domestic/Intl
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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
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>> Centurion Relationship Manager
>> [REDACTED]
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>>> 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

> > > Seats 18K

> > > Confirmed

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

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

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>>
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please visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

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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?

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>> 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

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>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

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>>

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

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>> Good morning Natasha...can you please change this ticket for [REDACTED] [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
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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
> > > 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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> > > <http://www.adobe.com/products/acrobat/readstep.html>
> > >
> > > Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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>> [REDACTED]
> Response (Natalia Molotkova) 08/18/2015 11:53 AM
> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
>> [REDACTED]
>> [REDACTED]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>>
> Customer ([REDACTED]) 08/18/2015 11:39 AM
> This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>>
> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[REDACTED]> wrote:
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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?
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>>> Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]
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> >> Departure Terminal Terminal 1
> >> Arrival Terminal Terminal D - Domestic/Intl
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visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

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[REDACTED]

From: [REDACTED] >
Content-type: multipart/alternative;
boundary=Mail-B39BF4A2-F1F8-4A9D-AD07-66B381C04D9D

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

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

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

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,

>> 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,

>>> 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]

>>>>>

>>>> 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

>>>>

>>>> 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:

> > >> 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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identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

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>>>

>>>

>>> [REDACTED]

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

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>>

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>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

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

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>> [REDACTED]

>> [REDACTED]

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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].

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> > > Friday 03 Jul 15

> > > 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

> > > Origin New York, John F Kennedy International

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> > > Departure Terminal Terminal 1

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us atamericanexpress.com/phishing .

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> >

> >

> > [REDACTED]

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

> ok thanks

>

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

> >

> >

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> > [REDACTED]

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> > > > To: [REDACTED]

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

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> > > > Friday 03 Jul 15

> > > > Other Information

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

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> > > > PDF itinerary attachment:

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> > > >

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

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

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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?

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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..

> > 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

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

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

> > > To: [REDACTED]

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

> > >

> > > DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-[REDACTED].

> > >

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

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

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> > > 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

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> > > Departing 07:10 PM

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> > >> Departure Terminal Terminal 1

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> > >> Stops Non-stop

> > >> Seats 18K

> > >> Confirmed

> > >> Entry and Exit Information for Travel

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

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> >

> >

> > [REDACTED]

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

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

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

>

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

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

>

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

>

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

>> 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

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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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>> 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

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

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

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

> Sure, let me have a look..

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> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

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

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

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> Thanks, 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:

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>>>

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

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

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

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

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

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

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

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

>

>

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

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

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

>

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

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

>

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

>

> >

> >

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

> > 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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> > [REDACTED]

> > [REDACTED]

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> > Natalia Molotkova

> > Centurion Relationship Manager

> > [REDACTED]

> > [REDACTED]

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

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> > 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].

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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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>

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

>

>

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

>

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> > Sure, let me have a look..

> > Regards,

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> > Centurion Relationship Manager

> > [REDACTED]

> > [REDACTED]

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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].

> > >

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

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>

> [REDACTED]

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

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

>
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>

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

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

>> To: [REDACTED]

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

>>

>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-[REDACTED].

>>

>> If airline tickets are purchased for this itinerary:

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

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

>>

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

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>> Friday 03 Jul 15

>> Other Information

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>> CITIZENS OF 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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>>

>> 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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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

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

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

>

>

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

>

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

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

>

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

>

>>

>>
>> Response (Natalia Molotkova) 08/18/2015 11:53 AM
>> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager
>> [REDACTED]
>> [REDACTED]
>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>
>> Customer ([REDACTED]) 08/18/2015 11:39 AM
>> This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>>
>> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[REDACTED]> wrote:
>>
>>>
>>>
>>> Response (Natalia Molotkova) 08/18/2015 11:13 AM
>>> 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]
>>>>
>>>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-[REDACTED].
>>>>
>>>> If airline tickets are purchased for this itinerary:
>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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>>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:

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

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

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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

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>>>
>>>

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>> [REDACTED]

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>> Thanks, Lesley

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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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> > >> PDF itinerary attachment:
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> > >
> > >> <http://www.adobe.com/products/acrobat/readstep.html>
> > >
> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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us[atamericanexpress.com/phishing](http://americanexpress.com/phishing).

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please visit 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]
> > [REDACTED]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([REDACTED]) 08/18/2015 11:39 AM
> > This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[REDACTED]> wrote:
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> > > 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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> > > [REDACTED]
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> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [REDACTED]
> > > [REDACTED]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate. Have a wonderful day!
> > > Customer ([REDACTED]) 08/18/2015 07:48 AM
> > > Good morning Natasha...can you please change this ticket for [REDACTED] [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
>>>> 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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>>>> 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 11:13 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

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

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

>>

>> Thanks, 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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>>> Friday 03 Jul 15

>>> 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
> > > 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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> > 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
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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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> > > 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
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> > > Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> Regards,
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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 ([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:
>
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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?
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>> I did email it to the rate desk for them to double check the rules again, due to the original ticket was exchanged couple time.
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please visit www.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

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> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

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

>

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> Regards,

> Natalia Molotkova

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> Response (Administrator) 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]

>>>

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

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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 [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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>>> <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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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 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?
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>> I did email it to the rate desk for them to double check the rules again, due to the original ticket was exchanged couple time.
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>> [REDACTED]
>> [REDACTED]
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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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> > >
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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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Response (Natalia Molotkova) 08/18/2015 11:53 AM

Let me find the best new fare, but I am still waiting for 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 ([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]

> [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

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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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>>>

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

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

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

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

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

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>> Monday 31 Aug 15
>> Flight Information
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>> Date 31 Aug 2015
>> Airline Aeroflot
>> Airline Record Locator [REDACTED]
>> Flight/Class SU103 L Economy Class
>> Origin New York, John F Kennedy International
>> Destination Moscow, Sheremetyevo
>> Departing 07:10 PM
>> Arriving 11:25 AM / 01 Sep 2015
>> Departure Terminal Terminal 1
>> Arrival Terminal Terminal D - Domestic/Intl
>> Estimated Time 9 Hrs 15 Mins
>> Stops Non-stop
>> Seats 18K
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