

From: [REDACTED] >
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Change Date for [REDACTED] [REDACTED] to Moscow (Rec [REDACTED]) [Email Ref: 150818-001665]
Date: Thu, 20 Aug 2015 23:04:58 +0000

Hi Natasha...just let the ticket go...whew will not return on Aug. 31....and she will not go back before Oct. 31.

Still not sure on December ticket...just keep it reserved for now...when does reservation expire?

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

 Centurion Banner

Response (Natalia Molotkova) 08/20/2015 06:52 PM

Ok, I was right, the ticket - return portion - can be reused up to 345 days after the last stopover - that was outbound flight on November 21st 2014, so December 2015 is after 345 days. So we can change return only to depart by October 31st with add collect 111.00USD. For December will be new one way ticket. Let me know what you want to do.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 08/18/2015 01:33 PM
perfect thanks

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

>

>

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

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

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager
> [REDACTED]

>

>

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

>

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

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

>

> Sent from my iPhone

>

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

> >

> >

> >

> >

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

> > 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
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>>>> 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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>>>> 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]
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>>>>>> Airline Record Locator [REDACTED]
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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
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American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

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>>>>>>

>>>>>> PDF itinerary attachment:

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>>>>>>

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

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

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>>>>> Ref#150818-001665

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>>>>> [REDACTED]

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

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

>>>>>>

>>>>>> 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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>>>>>
>>>>>

>>>>> Ref#150818-001665

>>>>> 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.

>>>>> 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....!

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

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at <http://www.americanexpress.com/privacy>.

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

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>>>>> PDF itinerary attachment:

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>>>> Ref#150818-001665
>>> 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]
>>> 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?

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

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>>>> Natalia Molotkova
>>>> Centurion Relationship Manager

>>>> [REDACTED]

>>>> Hours: Monday through Friday 10:30am to 7:00pm EST
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>>>> Response (Administrator) 08/18/2015 07:48 AM
>>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate. Have a wonderful day!
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>>>>
>>>> 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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>>>>>> Airline Record Locator [REDACTED]
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>>>>>> Departing 07:10 PM
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>>>>>> Departure Terminal Terminal 1
>>>>>> Arrival Terminal Terminal D - Domestic/Intl
>>>>>> Estimated Time 9 Hrs 15 Mins
>>>>>> Stops Non-stop
>>>>>> Seats 18K
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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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>>>

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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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Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information

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

>>>

>>>

>>> Ref#150818-001665

>>> 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...

>>>>

>>>> 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] 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.
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>>>>> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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>>>>> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we 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.
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>>>> Ref#150818-001665
>>> Response (Natalia Molotkova) 08/18/2015 11:13 AM
>>> Lesley, according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

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

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

>>> [REDACTED]
>>> 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

>>> 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].

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

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

>>>>

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

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>>> Ref#150818-001665
>> 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.
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>>> Natalia Molotkova
>>> Centurion Relationship Manager
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST

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

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

>>>> Response (Natalia Molotkova) 08/18/2015 11:13 AM
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>>>> 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]
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>>>>>> If airline tickets are purchased for this itinerary:
>>>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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>>>>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:
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>>>>>> Friday 03 Jul 15
>>>>>> Other Information
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>>>>>> CITIZENS OF 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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>>>>> 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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>>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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>>>>>
>>>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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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
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for most booking efforts Concierge Company and American Express perform on your behalf,
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Fees may apply for meetings and event planning. We reserve the right to note profile and
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travel suppliers and is not responsible for the actions or inactions of such suppliers. We
want you to be aware that certain suppliers pay us commissions and other incentives for
reaching sales targets or other goals, and may also provide incentives to our travel
counselors. For more
information [please visit www.americanexpress.com/travelterms](http://www.americanexpress.com/travelterms) California CST#1022318,
Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
>>>>
>>>>
>>>> Ref#150818-001665
>>> Response (Natalia Molotkova) 08/18/2015 11:13 AM
>>> Lesley, according to the fare rules, we can't change the return date to December, due
to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want
me to price new one?
>>>
>>> I did email it to the rate desk from them to double check the rules again, due to the
original ticket was exchanged couple time.
>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager
>>> [REDACTED]
>>> [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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>>>> American Express strongly recommends that you [periodically review www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

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

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>>> Ref#150818-001665
>> 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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>>> Centurion Relationship Manager
>>> [REDACTED]

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

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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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>>>> If airline tickets are purchased for this itinerary:
>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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>>>>
>>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:
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>>>> Friday 03 Jul 15
>>>> Other Information
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>>>> CITIZENS OF 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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>>>
>>> Ref#150818-001665

>> 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..

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>> Centurion Relationship Manager

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

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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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[us. americanexpress.com/phishing](https://www.americanexpress.com/phishing).

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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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>>
>> Ref#150818-001665

> 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.
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> > > Natalia Molotkova
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> > > Centurion Relationship Manager
>
> > > [REDACTED]
>
> > > [REDACTED]

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>>> Hours: Monday through Friday 10:30am to 7:00pm EST
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>>> Customer ([REDACTED]) 08/18/2015 11:39 AM
>
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>>>> Centurion Relationship Manager
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>>>> [REDACTED]
>
>>>> [REDACTED]
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>>>> Hours: Monday through Friday 10:30am to 7:00pm EST
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>>>> 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

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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [REDACTED]
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> > > >> Flight/Class SU103 L Economy Class
>
> > > >> Origin New York, John F Kennedy International
>
> > > >> Destination Moscow, Sheremetyevo
>
> > > >> Departing 07:10 PM
>
> > > >> Arriving 11:25 AM / 01 Sep 2015
>
> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> Seats 18K
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> > > >> Confirmed
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> > > >> Entry and Exit Information for Travel
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> > > >> American Express strongly recommends [that you periodically review www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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> > > >> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
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> > > >> <http://www.adobe.com/products/acrobat/readstep.html>
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma

> y 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.

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

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> > > > >> The information contained in this communication is

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> > > > >> confidential, may be attorney-client privileged, may

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> > > > >> constitute inside information, and is intended only for

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> > > > >> the use of the addressee. It is the property of

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> > > > >> communication or any part thereof is strictly prohibited

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> > > > >> and may be unlawful. If you have received this

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> > > > >> communication in error, please notify us immediately by

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> > > > destroy this communication and all copies thereof,
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> > > > Privacy Statement | Visit the Centurion Card website
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please visitusatamericanexpress.com/phishing .
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> > > > When booking concierge services for Card Members, American Express uses a third
party concierge service contractor ("Concierge Company"). In some cases, Concierge
Company will provide you with certain information about the service provider(s) fulfilling your
concierge service. The actual decision to use any service provider referred by Concierge
Company and/or American Express is the responsibility of each Card Member. Concierge
Company and American Express strongly recommend that you carefully consider each
service provider before choosing to use that provider. Service providers are not employees
or agents of Concierge Company or American Express, and are not authorized to act on
behalf of Concierge Company or American Express in any way. The Card Member accepting
and utilizing a service provider acknowledges that Concierge Company and/or American
Express are in no way responsible for the actions of the service provider used by the Card
Member, and expressly understood
> s an d agrees that the exclusive remedy for any claims relating to services or products
provided by the service provider (including, but not limited to negligence or failure to deliver
on the terms of any contract between the service provider and the Card Member) is against
the service provider and not against Concierge Company and/or American Express.
Concierge Company and/or American Express shall not be liable for loss, damage, or other
claim with respect to any services or products provided to Card Member by service provider.
Service provider rates and availability are subject to change.
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information pleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318,
Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > > Ref#150818-001665
>
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > Lesley, according to the fare rules, we can't change the return date to December, due
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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

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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
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> > > Sure, let me have a look..
>
> > > Regards,
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> > > Natalia Molotkova
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> > > Centurion Relationship Manager
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> > > [REDACTED]
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> > > [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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> > > > Date 31 Aug 2015
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> > > > Airline Aeroflot
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> > > > Airline Record Locator [REDACTED]
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> > > > Flight/Class SU103 L Economy Class
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> > > > Origin New York, John F Kennedy International
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> > > > Destination Moscow, Sheremetyevo
>
> > > > Departing 07:10 PM
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> > > > Arriving 11:25 AM / 01 Sep 2015
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> > > > Arrival Terminal Terminal D - Domestic/Intl
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>>>> See attached itinerary PDF or link for full terms and conditions.
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>>>> PDF itinerary attachment:
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>>>> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
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>>>> <http://www.adobe.com/products/acrobat/readstep.html>
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>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > Ref#150818-001665
>
> > Customer ([REDACTED]) 08/18/2015 12:00 PM
>
> > ok thanks
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> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [REDACTED] > wrote:
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> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [REDACTED]
>
> > > [REDACTED]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > >
>
> > > Customer ([REDACTED]) 08/18/2015 11:39 AM
>
> > > This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova < [REDACTED] > wrote:
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> > > > 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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> > > > > To: [REDACTED]

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> > > > > See attached itinerary PDF or link for full terms and conditions.
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> > > > > If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
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> > > > > Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> y e n t e r into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

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> > > Ref#150818-001665

>

> > > 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]

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>
> > > > Friday 03 Jul 15
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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
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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
>
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that [you periodically review www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate
entry/exit requirements for your travel destination. Due to frequent changes, American
Express cannot guarantee the accuracy of the information provided and expressly disclaims
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> > > > See attached itinerary PDF or link for full terms and conditions.
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> > > > PDF itinerary attachment:
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> > > > If you are unable to view the PDF attachment, ensure you have Adobe Acrobat
Reader. Refer to website below to download and install this free software.
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> > > > <http://www.adobe.com/products/acrobat/readstep.html>

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

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

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> > >

> > >

> > > Ref#150818-001665

>

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

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

>
> > Regards,

>
> > Natalia Molotkova

>
> > Centurion Relationship Manager

>
> > [REDACTED]

>
> > [REDACTED]

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

>
> >

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

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

>
> >

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

>
> >

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> > >

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>
> > > 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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> > > Regards,

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> > > Natalia Molotkova

>
> > > Centurion Relationship Manager

>
> > > [REDACTED]

>
> > > [REDACTED]

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

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> > >

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

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

>
> > > Regards,

>
> > > Natalia Molotkova

>
> > > Centurion Relationship Manager

>
> > > [REDACTED]

>
> > > [REDACTED]

> > > > Friday 03 Jul 15
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> > > > Other Information
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> > > > See attached itinerary PDF or link for full terms and conditions.
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> > > > PDF itinerary attachment:
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> > > > If you are unable to view the PDF attachment, ensure you have Adobe Acrobat
Reader. Refer to website below to download and install this free software.
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> > > > <http://www.adobe.com/products/acrobat/readstep.html>

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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > Response (Natalia Molotkova) 08/18/2015 11:13 AM

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> > Regards,
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>
> > Centurion Relationship Manager
>
> > [REDACTED]
>
> > [REDACTED]
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> > 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].
>
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>
> > > If airline tickets are purchased for this itinerary:
>
> > > Airline Baggage Fee/Rules may apply and can be accessed by visiting:
>
> > > <http://myamextravel.com/baggage>
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> > >
>
> > > Your travel arrangements are outlined below in the email. Please refer to attached
PDF attachment and itinerary for more details regarding your travel arrangements. Your
Centurion Travel Service travel plans have been posted to a secure website. Please click on
the link to view your trip details:
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:
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> > >> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
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> > >>
> > >> <http://www.adobe.com/products/acrobat/readstep.html>
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>
> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other

American Express products to pay for supplier products and services. From time to time we 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.

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us atamericanexpress.com/phishing .

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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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> > Ref#150818-001665
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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:
>
>>
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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
>
>>> [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....!

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

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

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

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

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

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> > > > Friday 03 Jul 15

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>>>> Other Information
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>>>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
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>>>> Monday 31 Aug 15
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>>>> Flight Information
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>>>> Date 31 Aug 2015
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>>>> Airline Aeroflot
>
>>>> Airline Record Locator [REDACTED]
>
>>>> Flight/Class SU103 L Economy Class
>
>>>> Origin New York, John F Kennedy International
>
>>>> Destination Moscow, Sheremetyevo
>
>>>> Departing 07:10 PM
>
>>>> Arriving 11:25 AM / 01 Sep 2015
>
>>>> Departure Terminal Terminal 1
>
>>>> Arrival Terminal Terminal D - Domestic/Intl
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>>>> Estimated Time 9 Hrs 15 Mins
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>>>> Stops Non-stop
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>>>> Seats 18K
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>>>> Confirmed
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>>>> Entry and Exit Information for Travel
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at <http://www.americanexpress.com/privacy> .
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>>>> See attached itinerary PDF or link for full terms and conditions.
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>>>> PDF itinerary attachment:
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>>>> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat
Reader. Refer to website below to download and install this free software.
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>>>> <http://www.adobe.com/products/acrobat/readstep.html>
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> > > > Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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

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visit usat.americanexpress.com/phishing .
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or agents of Concierge Company or American Express, and are not authorized to act on
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and utilizing a service provider acknowledges that Concierge Company and/or American
Express are in no way responsible for the actions of the service provider used by the Card
Member, and expressly understand s
> an d agrees that the exclusive remedy for any claims relating to services or products
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> > > Ref#150818-001665
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> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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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.

>
> > Regards,

>
> > Natalia Molotkova

>
> > Centurion Relationship Manager

>
> > [REDACTED]

>
> > [REDACTED]

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

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

> > Sure, let me have a look..

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [REDACTED]

> > [REDACTED]

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

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> > Good morning Natasha...can you please change this ticket for [REDACTED] [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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> > >> If airline tickets are purchased for this itinerary:
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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > >> <http://myamextravel.com/baggage>
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> > >> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:
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> > >> Friday 03 Jul 15
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> > >> Other Information
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> > >> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
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> > >> Monday 31 Aug 15
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> > >> Flight Information
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> > >> Date 31 Aug 2015
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> > >> Airline Aeroflot
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> > >> Airline Record Locator ██████████
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> > >> Flight/Class SU103 L Economy Class
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> > >> Origin New York, John F Kennedy International
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> > >> Destination Moscow, Sheremetyevo
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> > >> Departing 07:10 PM
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> > >> Arriving 11:25 AM / 01 Sep 2015
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>>> When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting

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

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>> Ref#150818-001665

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

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> 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 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...

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

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

>>> 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....!

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>>> Thanks, Lesley

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>
>>>> From: "American Express Travel" <[REDACTED]>
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>>>> Date: June 26, 2015 at 6:34:07 PM EDT
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>>>> To: [REDACTED]
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>>>> Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]
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>>>>
>>>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only
address that cannot accept incoming messages. If you have any questions, please contact
Centurion Travel Service at 1-[REDACTED].
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>>>> If airline tickets are purchased for this itinerary:
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>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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>>>> <http://myamextravel.com/baggage>
>
>>>>
>>>> Your travel arrangements are outlined below in the email. Please refer to attached
PDF attachment and itinerary for more details regarding your travel arrangements. Your
Centurion Travel Service travel plans have been posted to a secure website. Please click on
the link to view your trip details:
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>>>> Friday 03 Jul 15
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>>>> Other Information
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>>>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
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>>>> Monday 31 Aug 15
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>>>> Flight Information
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>>>> Date 31 Aug 2015
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>>>> Airline Aeroflot
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>>>> Airline Record Locator [REDACTED]
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>>>> Flight/Class SU103 L Economy Class
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>>>> Origin New York, John F Kennedy International
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> > > > Destination Moscow, Sheremetyevo
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> > > > Departing 07:10 PM
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> > > > Arriving 11:25 AM / 01 Sep 2015
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> > > > Departure Terminal Terminal 1
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> > > > Arrival Terminal Terminal D - Domestic/Intl
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> > > > Estimated Time 9 Hrs 15 Mins
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> > > > Stops Non-stop
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> > > > Seats 18K
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> > > > Confirmed
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> > > > Entry and Exit Information for Travel
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> > > > American Express strongly recommends
that [you periodically review www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate
entry/exit requirements for your travel destination. Due to frequent changes, American
Express cannot guarantee the accuracy of the information provided and expressly disclaims
any liability for any inaccurate or incomplete information contained on that site.
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> > > > You may receive customer service emails even if you have requested not to receive
email marketing offers from American Express. For details about our e-mail practices, please
review the American Express Privacy Statement
at <http://www.americanexpress.com/privacy> .
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> > > > See attached itinerary PDF or link for full terms and conditions.
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> > > > PDF itinerary attachment:
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> > > > If you are unable to view the PDF attachment, ensure you have Adobe Acrobat
Reader. Refer to website below to download and install this free software.
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> > > > <http://www.adobe.com/products/acrobat/readstep.html>
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> > > > Thank you for choosing American Express Centurion Travel Service and have a
pleasant trip.
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> > > > Please be advised that certain mandatory hotel-imposed charges, including, but not
limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel
operator at check-out from the property. You may wish to inquire with the hotel before your
trip regarding the existence and amount of such charges.
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for travel suppliers and you understand and agree that Amex shall not be liable for any loss,
injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the
acts of omissions of travel suppliers, including but not limited to delays, overbooking's,
cancellation of services, cessation of operations, accidents or failures of equipment, or
changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods,
climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft,
disease, accidents or failures related to the public internet, telecommunications lines or

facilities, or third party technology systems, or any other cause beyond the control of Amex.

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

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

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> > > > The information contained in this communication is
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> > > > confidential, may be attorney-client privileged, may
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> > > > constitute inside information, and is intended only for
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> > > > the use of the addressee. It is the property of

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> > > > Privacy Statement | Visit the Centurion Card website

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>>> Ref#150818-001665
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>> Regards,
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>> Natalia Molotkova
>

>> Centurion Relationship Manager
>

>> [REDACTED]
>

>> [REDACTED]
>

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

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> > Natalia Molotkova

>
> > Centurion Relationship Manager

>
> > [REDACTED]

>
> > [REDACTED]

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

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> >

> > 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
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> > > CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
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> > > Monday 31 Aug 15
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> > > Flight Information
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> > > Date 31 Aug 2015
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> > > Airline Aeroflot
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> > > Airline Record Locator [REDACTED]
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> > > Flight/Class SU103 L Economy Class
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> > > Origin New York, John F Kennedy International
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> > > Destination Moscow, Sheremetyevo
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> > > Departing 07:10 PM
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> > > Arriving 11:25 AM / 01 Sep 2015
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> > > Departure Terminal Terminal 1
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> > > Arrival Terminal Terminal D - Domestic/Intl
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> > > Estimated Time 9 Hrs 15 Mins
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> > > Stops Non-stop
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> > > American Express strongly recommends that
you [periodically review www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate
entry/exit requirements for your travel destination. Due to frequent changes, American
Express cannot guarantee the accuracy of the information provided and expressly disclaims
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review the American Express Privacy Statement
at <http://www.americanexpress.com/privacy> .
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
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> > >> <http://www.adobe.com/products/acrobat/readstep.html>
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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>>> please note
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>>> The information contained in this communication is
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>>> confidential, may be attorney-client privileged, may
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>>> constitute inside information, and is intended only for
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>>> the use of the addressee. It is the property of
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>>> Unauthorized use, disclosure or copying of this
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>>> communication or any part thereof is strictly prohibited
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behalf of Concierge Company or American Express in any way. The Card Member accepting
and utilizing a service provider acknowledges that Concierge Company and/or American
Express are in no way responsible for the actions of the service provider used by the Card
Member, and expressly understands an
> d agrees that the exclusive remedy for any claims relating to services or products provided
by the service provider (including, but not limited to negligence or failure to deliver on the
terms of any contract between the service provider and the Card Member) is against the
service provider and not against Concierge Company and/or American Express. Concierge
Company and/or American Express shall not be liable for loss, damage, or other claim with
respect to any services or products provided to Card Member by service provider. Service
provider rates and availability are subject to change.
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you for most booking efforts Concierge Company and American Express perform on your
behalf, although you are responsible for any purchases and/or shipping charges you
authorize. Fees may apply for meetings and event planning. We reserve the right to note
profile and preference data for servicing purposes. American Express acts solely as sales
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>> Ref#150818-001665

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

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> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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>

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

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> > > CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
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> > > Monday 31 Aug 15
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> > > Flight Information
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> > > Date 31 Aug 2015
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> > > Airline Aeroflot
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> > > Airline Record Locator [REDACTED]
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> > > Flight/Class SU103 L Economy Class
>
> > > Origin New York, John F Kennedy International
>
> > > Destination Moscow, Sheremetyevo
>
> > > Departing 07:10 PM
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> > > Arriving 11:25 AM / 01 Sep 2015
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> > > Departure Terminal Terminal 1
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> > > Arrival Terminal Terminal D - Domestic/Intl
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> > > Estimated Time 9 Hrs 15 Mins
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> > > Stops Non-stop
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entry/exit requirements for your travel destination. Due to frequent changes, American
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review the American Express Privacy Statement
at <http://www.americanexpress.com/privacy> .

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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:
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> > >> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
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> > >> <http://www.adobe.com/products/acrobat/readstep.html>
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > please note
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> > > The information contained in this communication is
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> > > constitute inside information, and is intended only for
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> > When booking concierge services for Card Members, American Express uses a third
party concierge service contractor ("Concierge Company"). In some cases, Concierge
Company will provide you with certain information about the service provider(s) fulfilling your
concierge service. The actual decision to use any service provider referred by Concierge
Company and/or American Express is the responsibility of each Card Member. Concierge
Company and American Express strongly recommend that you carefully consider each
service provider before choosing to use that provider. Service providers are not employees
or agents of Concierge Company or American Express, and are not authorized to act on
behalf of Concierge Company or American Express in any way. The Card Member accepting
and utilizing a service provider acknowledges that Concierge Company and/or American
Express are in no way responsible for the actions of the service provider used by the Card
Member, and expressly understands an
> d agrees that the exclusive remedy for any claims relating to services or products provided
by the service provider (including, but not limited to negligence or failure to deliver on the
terms of any contract between the service provider and the Card Member) is against the
service provider and not against Concierge Company and/or American Express. Concierge
Company and/or American Express shall not be liable for loss, damage, or other claim with
respect to any services or products provided to Card Member by service provider. Service
provider rates and availability are subject to change.
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you for most booking efforts Concierge Company and American Express perform on your
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> > Ref#150818-001665

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

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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?

>

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

>

>

> Regards,

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> Natalia Molotkova

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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

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> Sure, let me have a look..

>

>

> Regards,

>

> Natalia Molotkova

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

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

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> Customer ([REDACTED]) 08/18/2015 07:48 AM
>
>
> 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] >
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>> Date: June 26, 2015 at 6:34:07 PM EDT
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>> To: [REDACTED]
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>> Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]
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>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only
address that cannot accept incoming messages. If you have any questions, please contact
Centurion Travel Service at 1-[REDACTED].
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>> If airline tickets are purchased for this itinerary:
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>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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>> <http://myamextravel.com/baggage>
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>> Your travel arrangements are outlined below in the email. Please refer to attached PDF
attachment and itinerary for more details regarding your travel arrangements. Your Centurion
Travel Service travel plans have been posted to a secure website. Please click on the link to
view your trip details:
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>> Friday 03 Jul 15
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>> Other Information
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>> CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT
>
>> Monday 31 Aug 15
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>> Flight Information
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>
>> Date 31 Aug 2015

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> >> Airline Aeroflot
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> >> Airline Record Locator [REDACTED]
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> >> Flight/Class SU103 L Economy Class
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> >> Origin New York, John F Kennedy International
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> >> Destination Moscow, Sheremetyevo
>
> >> Departing 07:10 PM
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> >> Arriving 11:25 AM / 01 Sep 2015
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> >> Departure Terminal Terminal 1
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> >> Arrival Terminal Terminal D - Domestic/Intl
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> >> Estimated Time 9 Hrs 15 Mins
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> >> Stops Non-stop
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> >> Seats 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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> >> 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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concierge service contractor ("Concierge Company"). In some cases, Concierge Company
will provide you with certain information about the service provider(s) fulfilling your concierge
service. The actual decision to use any service provider referred by Concierge Company
and/or American Express is the responsibility of each Card Member. Concierge Company
and American Express strongly recommend that you carefully consider each service
provider before choosing to use that provider. Service providers are not employees or
agents of Concierge Company or American Express, and are not authorized to act on behalf
of Concierge Company or American Express in any way. The Card Member accepting and
utilizing a service provider acknowledges that Concierge Company and/or American Express
are in no way responsible for the actions of the service provider used by the Card Member,
and expressly understands > and agrees that the exclusive remedy for any claims
relating to services or products provided by the service provider (including, but not
limited to negligence or failure to deliver on the terms of any contract between the
service provider and the Card Member) is against the service provider and not against
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more information please [visitwww.americanexpress.com/travelterms](http://www.americanexpress.com/travelterms) California
CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
>
>
> Ref#150818-001665
> 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]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Response (Natalia Molotkova) 08/18/2015 12:40 PM
> I will...
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [REDACTED]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST

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

>>>> Ref#150818-001665

>>> 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 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

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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

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

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

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>>> 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:
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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.

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>>> Ref#150818-001665
>> 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]
>>> 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,
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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

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

>>>> 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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>>> [REDACTED]

>>> [REDACTED]

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>>> Ref#150818-001665

>> 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

>>>> 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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>>>>

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

>>>>

>>>> PDF itinerary attachment:

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

>>>>

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

>>>>

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

>>>>

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

>>>>

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>>>>

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>>>>

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>>> Ref#150818-001665

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

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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.

>> 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

>> [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
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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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>>> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
>>> <http://www.adobe.com/products/acrobat/readstep.html>

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

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

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>> Ref#150818-001665

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

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

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [REDACTED]

> [REDACTED]

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

>

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

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

>

> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova

> [REDACTED] wrote:

>

>>

>>

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

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

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

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

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>> 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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>>
>>
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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?
>>> 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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>>> 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
>>> 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
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>>>> 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
>>>> 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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>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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>> [REDACTED]
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> > > Airline Aeroflot
> > > Airline Record Locator [REDACTED]
> > > Flight/Class SU103 L Economy Class
> > > Origin New York, John F Kennedy International
> > > Destination Moscow, Sheremetyevo
> > > Departing 07:10 PM
> > > Arriving 11:25 AM / 01 Sep 2015
> > > Departure Terminal Terminal 1
> > > Arrival Terminal Terminal D - Domestic/Intl
> > > Estimated Time 9 Hrs 15 Mins
> > > Stops Non-stop
> > > Seats 18K
> > > Confirmed
> > > Entry and Exit Information for Travel
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> > >
> > >

> > > Ref#150818-001665

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

> > > ok thanks

> > >

> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova

> > > [REDACTED] wrote:

> > >

>>
>>
>> Response (Natalia Molotkova) 08/18/2015 11:53 AM
>> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager
>> [REDACTED]
>> [REDACTED]
>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>
>> Customer ([REDACTED]) 08/18/2015 11:39 AM
>> This is true...we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket...can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>>
>> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
>> [REDACTED] wrote:
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>>
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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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>>> Sure, let me have a look..
>>> Regards,
>>> Natalia Molotkova
>>> Centurion Relationship Manager
>>> [REDACTED]
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>
>>> Response (Administrator) 08/18/2015 07:48 AM
>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate. Have a wonderful day!
>>> Customer ([REDACTED]) 08/18/2015 07:48 AM
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>>>
>>> Thanks, 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
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>>>> Arrival Terminal Terminal D - Domestic/Intl
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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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>>>

>>> Ref#150818-001665

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

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>>

>> 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,

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>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

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

>>

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

>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager
>> [REDACTED]
>> [REDACTED]
>> Hours: Monday through Friday 10:30am to 7:00pm EST

>> Response (Natalia Molotkova) 08/18/2015 10:34 AM
>> Sure, let me have a look..
>> Regards,
>> Natalia Molotkova
>> Centurion Relationship Manager
>> [REDACTED]
>> [REDACTED]

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

>> Response (Administrator) 08/18/2015 07:48 AM
>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate. Have a wonderful day!
>> Customer ([REDACTED]) 08/18/2015 07:48 AM
>> Good morning Natasha...can you please change this ticket for [REDACTED] to Moscow to December...like Dec. 17,18,19,20,21...what ever day is the best price to fly or closest to the price we have paid...I know I won't hear from you until after 10am when your shift starts....!

>> Thanks, 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
> > >
> > > American Express strongly recommends that
you [periodically review www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and
accurate entry/exit requirements for your travel destination. Due to frequent changes,
American Express cannot guarantee the accuracy of the information provided and
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contained on that site.
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practices, please review the American Express Privacy Statement
at <http://www.americanexpress.com/privacy>.
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> > > See attached itinerary PDF or link for full terms and conditions.
> > >
> > > 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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directly or indirectly, from (1) the acts of omissions of travel suppliers, including but
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accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2)
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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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>>

>> Ref#150818-001665

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

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>

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

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> Natalia Molotkova

> Centurion Relationship Manager

>

>

> 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]

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

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>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements.

Your Centurion Travel Service travel plans have been posted to a secure website.

Please click on the link to view your trip details:

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

>

> Ref#150818-001665

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 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

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

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

>>>> [REDACTED]
>>>> [REDACTED]
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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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>>>>> Date: June 26, 2015 at 6:34:07 PM EDT
>>>>> To: [REDACTED]
>>>>> Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]

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>>>>> 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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>>>>>

>>>>> 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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>>>> Ref#150818-001665

>>> 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 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

>>>

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

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

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>>>

>>> 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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>>>> 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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>>>> 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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>>>

>>> Ref#150818-001665

>> 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

>>>

>>> 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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>>>>>> 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,
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>>>>>> Arrival Terminal Terminal D - Domestic/Intl
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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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>>>
>>> Ref#150818-001665
>> 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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>>> 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,
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>>> Centurion Relationship Manager
>>> [REDACTED]
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST
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>>> Sure, let me have a look..
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>>> Centurion Relationship Manager
>>> [REDACTED]
>>> [REDACTED]
>>> Hours: Monday through Friday 10:30am to 7:00pm EST
>>>
>>> Response (Administrator) 08/18/2015 07:48 AM
>>> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate. Have a wonderful day!
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>>> Good morning Natasha...can you please change this ticket for [REDACTED] [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
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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](http://www.Visacentral.com/amex) for the most up to date and
accurate entry/exit requirements for your travel destination. Due to frequent changes,
American Express cannot guarantee the accuracy of the information provided and
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contained on that site.
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>>>> You may receive customer service emails even if you have requested not to
receive email marketing offers from American Express. For details about our e-mail
practices, please review the American Express Privacy Statement
at <http://www.americanexpress.com/privacy>.
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>>>> See attached itinerary PDF or link for full terms and conditions.
>>>>
>>>> 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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>>>

>>> Ref#150818-001665

>> 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

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>> Natalia Molotkova

>> Centurion Relationship Manager

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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] 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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Reader. Refer to website below to download and install this free software.
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> > > <http://www.adobe.com/products/acrobat/readstep.html>
> > >
> > > Thank you for choosing American Express Centurion Travel Service and have a
pleasant trip.
> > >
> > > Please be advised that certain mandatory hotel-imposed charges, including,
but not limited to, daily resort or facility fees, may be applicable to your stay and
payable to the hotel operator at check-out from the property. You may wish to inquire
with the hotel before your trip regarding the existence and amount of such charges.
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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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>>> Ref#150818-001665
>> 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]
>>>>> Hours: Monday through Friday 10:30am to 7:00pm EST

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

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>>>>>>> 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.

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>>>>>>> Natalia Molotkova
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>>>>>>> [REDACTED]
>>>>>>> [REDACTED]

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

>>>

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

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

>>> Regards,

>>> Natalia Molotkova

>>> Centurion Relationship Manager

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>>> 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

>>>>

>>>>

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>>>>

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>>>>

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

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

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

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

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

>>>>

>>>> PDF itinerary attachment:

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

>>>>

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

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

>>>>

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

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>>> Ref#150818-001665

>> 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].
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> > > If airline tickets are purchased for this itinerary:
> > > Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > <http://myamextravel.com/baggage>
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> > > Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:
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> > >
> > > 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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>> Ref#150818-001665
> Customer ([REDACTED]) 08/18/2015 12:00 PM
> ok thanks

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

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

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

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

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

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

>>> 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]
>>> 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]
>>> 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-[REDACTED].
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>>>>> Airline Record Locator [REDACTED]
>>>>> Flight/Class SU103 L Economy Class
>>>>> Origin New York, John F Kennedy International

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

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> > Ref#150818-001665
> 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.
>> 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:
>>> <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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> > >
> > > California State Seller of Travel Registration Number: 1022318. Washington

> 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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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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>> 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
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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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> > 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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> >
> Ref#150818-001665

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

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

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

>>

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

< [REDACTED] > wrote:

>>

>>>

>>>

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

>>> 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]

>>>>

>>>> 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.

> > > >

> > > > PDF itinerary attachment:

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

> > > >

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

> > > >

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

> > > >

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

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

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>>>

>>>

>>> Ref#150818-001665

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

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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.

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

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

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

>> Sure, let me have a look..

>> Regards,

>> Natalia Molotkova

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>> [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

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> >

> >

> > Ref#150818-001665

> 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?

> > >

> > > 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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> > > Centurion Relationship Manager

> > > [REDACTED]

> > > [REDACTED]

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

> > >

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

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

> > > Regards,

> > > Natalia Molotkova

>>> Centurion Relationship Manager

>>> [REDACTED]

>>> [REDACTED]

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

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

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>>> 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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>> Ref#150818-001665

> 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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>> [REDACTED]

>> [REDACTED]

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

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

>> Sure, let me have a look..

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

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

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

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

> > > 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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>> Ref#150818-001665

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

>>> To: [REDACTED]

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

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> >> Date 31 Aug 2015

> >> Airline Aeroflot

> >> Airline Record Locator [REDACTED]

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> Ref#150818-001665

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]

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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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>> Regards,

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>> [REDACTED]

>> [REDACTED]

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

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>> Sure, let me have a look..

>> Regards,

>> Natalia Molotkova

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

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>>

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>> Ref#150818-001665

> 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....!

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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

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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

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> >> Departure Terminal Terminal 1

> >> Arrival Terminal Terminal D - Domestic/Intl

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> >> Stops Non-stop

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

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> Ref#150818-001665

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.

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

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

>>

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

>> Sure, let me have a look..

>> Regards,

>> Natalia Molotkova

>> Centurion Relationship Manager

>> [REDACTED]

>> [REDACTED]

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

> > > To: [REDACTED]

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

> > >

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> > Ref#150818-001665

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

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> 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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> 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

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> Ref#150818-001665

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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> [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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There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes.

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Ref#150818-001665

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]

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

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

I will...

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

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

ok, so when they get back to you (up to 48 hours from now) just let me know!

On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <[REDACTED]> wrote:

>
>
> Response (Natalia Molotkova) 08/18/2015 12:34 PM
> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.

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

> 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]

>> 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

>>>

>>>

>>> 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 ([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

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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
>>>> Confirmed
>>>> Entry and Exit Information for Travel
>>>>
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>>>>
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>>>> See attached itinerary PDF or link for full terms and conditions.
>>>>
>>>> PDF itinerary attachment:
>>>> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
>>>> <http://www.adobe.com/products/acrobat/readstep.html>
>>>>
>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
>>>>
>>>> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
>>>>
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>>>>
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>> 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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>> Regards,

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>> Centurion Relationship Manager

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

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>> Thanks, 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

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

>>>>> Monday 31 Aug 15

>>>>> Flight Information

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>>>>>> Date 31 Aug 2015

>>>>>> Airline Aeroflot

>>>>>> Airline Record Locator [redacted]

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

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

>>>>>> Destination Moscow, Sheremetyevo

>>>>>> Departing 07:10 PM

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

>>>>>> Departure Terminal Terminal 1

> > > Arrival Terminal Terminal D - Domestic/Intl
> > > Estimated Time 9 Hrs 15 Mins
> > > Stops Non-stop
> > > Seats 18K
> > > Confirmed
> > > Entry and Exit Information for Travel
> > >
> > > American Express strongly recommends that you [periodically review www.Visacentral.com/amex](http://www.visacentral.com/amex) for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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provider referred by Concierge Company and/or American Express is the
responsibility of each Card Member. Concierge Company and American Express
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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
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provider (including, but not limited to negligence or failure to deliver on the terms of
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to you for most booking efforts Concierge Company and American Express perform
on your behalf, although you are responsible for any purchases and/or shipping
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information please [visitwww.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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>> Ref#150818-001665
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>> ok thanks
>>
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>> Centurion Relationship Manager

>> [REDACTED]
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>> Hours: Monday through Friday 10:30am to 7:00pm EST
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>>> [REDACTED]
>>> Thanks, Lesley
>>> [REDACTED]
>>> [REDACTED]
>>> [REDACTED]
>>> [REDACTED]
>>>> From: "American Express Travel" <[REDACTED]>
>>>> Date: June 26, 2015 at 6:34:07 PM EDT
>>>> To: [REDACTED]
>>>> Subject: Invoice [REDACTED] for [REDACTED] 31AUG15 [REDACTED]
>>>> DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1-[REDACTED].
>>>> If airline tickets are purchased for this itinerary:
>>>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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>>>> Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:
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Friday 03 Jul 15
Other Information

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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> > > 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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>> Ref#150818-001665

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

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>

> Ref#150818-001665

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 () 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 < > 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...
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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>

>>> 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.

>>>

>>> 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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> > >

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

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> > > please note

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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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>> Ref#150818-001665

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>>> PDF itinerary attachment:
>>> If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.
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>>> <http://www.adobe.com/products/acrobat/readstep.html>
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> > > See attached itinerary PDF or link for full terms and conditions.

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> > > PDF itinerary attachment:
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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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>
> Ref#150818-001665

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 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

> [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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> Ref#150818-001665

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[REDACTED]

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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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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.

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