

**From:** [REDACTED] >  
**To:** Amex Centurian Travel <[REDACTED]>  
**Subject:** Re: Travel & Hotel for [REDACTED] [Email Ref: 150723-000218]  
**Date:** Wed, 22 Jul 2015 17:34:47 +0000

---

it is ok...do the direct flight...thanks

On Jul 22, 2015, at 1:18 PM, Natalia Molotkova <[REDACTED]> wrote:

 Centurion Banner

**Response (Natalia Molotkova) 07/22/2015 01:18 PM**

The only one direct non stop flight from Rome to Shanghai is China Eastern, but outbound is available only in business. 1 MU 788 02AUG FCO PVG 0910P 0245P - business 2 MU 787 25AUG PVG FCO 1230P 0710P - coach 1ADT 2446.40 TOTAL FARE - USD 2446.40 Can be refunded with 120.00EUR cancellation fee, change fee is also 120.00EUR. Is it OK or should I look fro connecting flights? I can wait list her in coach on the outbound as well. Working on hotels.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

---

**Customer ([REDACTED]) 07/22/2015 01:10 PM**

thank you! and I have a list of hotels...any one of them will do...regular room (which ever has best deal!) > Hotels in Shanghai: > > 1) Swissotel grand Shanghai > 2) delight Palace Jingan service apartment > 3) The Puli hotel and spa > 4) Yan'an hotel > 5) Pei Mansion hotel On Jul 22, 2015, at 1:06 PM, Natalia Molotkova wrote: > > Response (Natalia Molotkova) 07/22/2015 01:06 PM > Sure, on it... > Regards, > Natalia Molotkova > Centurion Relationship Manager > [REDACTED] > [REDACTED] > Hours: Monday through Friday 10:30am to 7:00pm EST > > Customer ([REDACTED]) 07/22/2015 01:04 PM > HI Natasha...can you please put on HOLD a ticket for [REDACTED], round trip Rome/Shanghai (dates below) coach, as well as a centrally located hotel (something along the lines of a Marriott or hyatt is perfect) attached is passport Travel Dates: Aug 2 - 25 Depart: Rome Arrival: Shanghai i assume we will need a round trip airfare along with hotel for 23 nights FROM: [REDACTED] SUBJECT: PASSPORT [REDACTED] DATE: July 22, 2015 at 11:04:42 AM EDT TO: Richard

Kahn===== image File Attachment =====  
IMG\_1203.jpg, 119419 bytes, Added to incident > Privacy Statement | Visit the Centurion Card website > To learn more about e-mail security or report a suspicious e-mail, please visit us [REDACTED] > © 2015 American Express. All rights reserved > >  
When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change. >  
> Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here:

( [REDACTED] ). For "Map Legal Notices" click here: ( [REDACTED] ). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit [REDACTED] California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126 > > > Ref#150723-000218 >

---

**Response (Natalia Molotkova) 07/22/2015 01:06 PM**  
Sure, on it...

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

---

**Customer ( [REDACTED] ) 07/22/2015 01:04 PM**  
Hi Natasha...can you please put on HOLD a ticket for [REDACTED], round trip Rome/Shanghai (dates below) coach, as well as a centrally located hotel (something along the lines of a Marriott or Hyatt is perfect) attached is passport Travel Dates: Aug 2 - 25 Depart: Rome Arrival: Shanghai i assume we will need a round trip airfare along with hotel for 23 nights FROM: [REDACTED] SUBJECT: PASSPORT [REDACTED] DATE: July 22, 2015 at 11:04:42 AM EDT TO: Richard Kahn===== image File Attachment ===== IMG\_1203.jpg, 119419 bytes, Added to incident

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at [REDACTED]

© 2015 American Express. All rights reserved

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

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

---

Ref#150723-000218

<IMG\_1203.jpg>