

**From:** [REDACTED] >  
**To:** Consumer Travel Network Support <[REDACTED]>  
**Subject:** Re: Please call asap. Re to CHARLES Htl in BOSTON [Email Ref: 141129-000024]  
**Date:** Fri, 28 Nov 2014 19:14:26 +0000

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ok, thanks.

On Nov 28, 2014, at 2:12 PM, Consumer Travel Network Support <[REDACTED]> wrote:

<===== DO NOT REPLY BELOW THIS LINE =====>

**Response (Centurion Travel Team) 11/28/2014 02:12 PM**

Hey [REDACTED]

I just looked at the notes and apparently you called once in Sep, and then again in Oct . By our rules we have to keep the original record so I kept the

oldest one . The record locator is MPWFID. I have just cancelled the other locator (EWQUMU).

I will send a email again with the actual valid locator to use . Thank You again for responding back. I left you some messages at office but you can ignore

now. Have a nice weekend.

Jermaine.

Sincerely,

Your Centurion Travel Services Team Two

Hours of Operations 08:00am-08:00pm M-F and 09:00am-05:30pm Sat-Sun.

If you need immediate assistance outside of these hours of operations, please call 1-877-877-0987, prompt "1" for the next Centurion Travel Consultant.

**Customer ([REDACTED]) 11/28/2014 01:50 PM**

Jermaine! Can you please confirm back to me that you cancel one of the sets of reservations! and let me know which reservations I am keeping! send me the record locators again so I have and can pass along to Jeffrey! thanks

On Nov 28, 2014, at 12:52 PM, Consumer Travel Network Support <[REDACTED]> wrote:

>

**Customer ([REDACTED]) 11/28/2014 01:42 PM**

That is a duplicate reservation! No one made more reservations! Please DO CANCEL one boston suite and one deluxe room! We only need one set for Jeffrey Nov. 30th (check out Dec. 1)!! thank you!

On Nov 28, 2014, at 12:52 PM, Consumer Travel Network Support <[REDACTED]> wrote:

>

**Response (Centurion Travel Team) 11/28/2014 12:52 PM**

Thank You for responding. I will be awaiting your answer.

Jermaine.

Sincerely,

Your Centurion Travel Services Team Two

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**Customer ( [REDACTED] ) 11/28/2014 12:28 PM**

Hi Jermaine and thank you for this message...Let me double check with Jeffrey how many rooms he needs. I know I only booked one Boston suite and one deluxe room...but let me find out if another assistant may have booked more rooms...will get back to you ASAP!

On Nov 28, 2014, at 12:20 PM, Consumer Travel Network Support < [REDACTED] > wrote:

>

**Response (Centurion Travel Team) 11/28/2014 12:20 PM**  
Good Morning.

This is Team 2 in Jacksonville , Fl for American Express Centurion Travel. We need to verify Mr. Epstein reservations for the Charles Hotel this Sunday, Nov

30th. I need to inform you that The Charles Hotel currently has 2 different Reservations requesting 2 rooms in each reservation. This means they have a

total of 4 rooms confirmed. The Charles is calling to verify if this is correct or if there is an error . I need for someone to confirm with us how many rooms are

suppose to be reserved under Mr. Epstein's name. The 2 locators we have right now are MPWFID, and EWQUMU.

Thank you in advance.

Jermaine.

Sincerely,

Your Centurion Travel Services Team Two

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American Express made the following annotations on 2014-11-28 14:12:24

"This message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you are not the intended recipient, any disclosure, copying, use, or distribution of the information included in this message and any attachments is prohibited. If you have received this communication in error, please notify us by reply e-mail and immediately and permanently delete this message and any attachments. Please do not respond to this email with personal identifiable information. If you need to provide personal identifiable information, you may contact us via our Secure Message Center by clicking on the following link: [REDACTED] Thank you."

American Express a ajouté le commentaire suivant le 2014-11-28 14:12:24

"Ce courrier et toute pièce jointe qu'il contient sont réservés au seul destinataire indiqué et peuvent renfermer des renseignements confidentiels et privilégiés. Si vous [REDACTED] pas le destinataire prévu, toute divulgation, duplication, utilisation ou distribution du courrier ou de toute pièce jointe est interdite. Si vous avez reçu cette communication par erreur, veuillez nous en aviser par courrier et détruire immédiatement le courrier et les pièces jointes. Veuillez ne pas répondre à cet email avec l'information identifiable personnelle. Si vous devez fournir des informations identifiables personnelles, vous pouvez nous contacter par l'intermédiaire de notre centre bloqué de message en cliquant sur sur le lien suivant : [REDACTED] Merci."