

From: [REDACTED] >

To: Consumer Travel Network Support <ctsteamtwo@service.americanexpress.com>

Subject: Re: [REDACTED] / Change - New Info [Email Ref: [REDACTED]]

Date: Mon, 18 Aug 2014 13:29:40 +0000

Hi Joann...not a problem...we will pay...just want to make 100% sure this ticket is changed and taken care of! I called last night and this morning...I was told it still needs to be issued...please stay on top of it for me. I spoke to Shirley this morning who said she will send me the itinerary so I can send to my boss...but lets just make sure it is changed...if you need the 4 digit code on Jeffrey's amex, please call me at [REDACTED]

Thanks, [REDACTED]

On Aug 18, 2014, at 9:22 AM, Consumer Travel Network Support <ctsteamtwo@service.americanexpress.com> wrote:

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

Response (Centurion Travel Team) 08/18/2014 09:22 AM

Hi [REDACTED],

I sent the new ticket to be issued yesterday.
I got a response back from my ticketing team that one of the rules of the original fare is that the new ticket has to be of equal or more value than the original ticket plus the change fee.

The same fare does not exist because we changed the itinerary.
The closest to that fare I could get is 137.30 more plus the 200.00 change fee.
So we will need to collect 337.30 to make the change.

I wanted to let you know up front. That rule was hidden in the documentation and I am sorry we didn't see it right away.

I have sent the ticket over to be issued....but wanted you to know. I hope that is ok.

Sincerely,
JoAnn

Sincerely,

Your Centurion Travel Services Team Two

Hours of Operations 09:00am-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.

American Express made the following annotations on 2014-08-18 09:22:04

"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: <https://www.americanexpress.com/messagecenter> Thank you."

American Express a ajouté le commentaire suivant le 2014-08-18 09:22:04

"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 n'êtes pas le destinataire prévu, toute divulgation, duplication, utilisation ou distribution du courrier ou de toute pièce jointe est interdite. Si vous

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