

**From:** [REDACTED] >  
**To:** Consumer Travel Network Support <ctsteamtwo@service.americanexpress.com>  
**Subject:** Re: [REDACTED] / Change - New Info [Email Ref: 140818-002773]  
**Date:** Mon, 18 Aug 2014 13:29:55 +0000

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no problem...

On Aug 18, 2014, at 9:27 AM, Consumer Travel Network Support <[ctsteamtwo@service.americanexpress.com](mailto:ctsteamtwo@service.americanexpress.com)> wrote:

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

**Response (Centurion Travel Team) 08/18/2014 09:27 AM**

[REDACTED]

I see that they already advised you....so no need to respond.  
Sorry,  
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.

**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

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American Express made the following annotations on 2014-08-18 09:27:12

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American Express a ajouté le commentaire suivant le 2014-08-18 09:27:12

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