

From: [REDACTED] <[REDACTED]>
To: [REDACTED] >
Subject: Re: amex concierge
Date: Wed, 12 Jun 2013 20:47:57 +0000

hi [REDACTED],

Where were the train tickets from and to? - paris - basel - paris

What day were the tickets for? - june 12th

One way or round trip? round trip

Did you actually ask to speak to a manager or was it just a customer service rep? - i spoke to the travel department representative and gave her all the tickets details and schedule + passengers details + authorized them to purchase the tickets. she replied that she needed to pass it to the train department and in the morning i would have an email from them - That never happened.

[REDACTED] card or JE's card? JE

thank you

On Wed, Jun 12, 2013 at 2:54 PM, [REDACTED] > wrote:

Hi [REDACTED]...I would like a few more specifics to add to this letter. Could you answer the below for me?

Where were the train tickets from and to?

What day were the tickets for?

One way or round trip?

Did you actually ask to speak to a manager or was it just a customer service rep?

[REDACTED] card or JE's card?

I am afraid since the record locator was never actually used, they will not be able to pull up any information regarding this event.

Thanks, [REDACTED]

On Jun 10, 2013, at 7:31 PM, [REDACTED] wrote:

> Hi [REDACTED],

>

> JE asked me to tell you about the problem we had with the Amex travel - notably the train booking department. I placed a request and gave the passengers details to book train tickets and was told that i would receive the email with the info in the morning (i even authorized them to purchase the tickets). However, I received nothing. When i called them back and gave the record locator - the manager just started to look into my request and suggested that i should go to the train station to purchase the tickets (she said that i needed paper tickets - that is completely wrong, the tickets can be emailed!!!!). Finally, she started looking into the request but the tickets were sold out already - they were available when i placed the request.

>

> JE asked if you could write Amex a letter about that. The record locator is IZIKAM.

>

> thank you!