

From: [REDACTED] >
To: Consumer Travel Network Support <[REDACTED]>
Subject: Re: Air France Tickets [Email Ref: 130531-001832]
Date: Fri, 31 May 2013 16:13:28 +0000

ok, thanks appreciate it.

On May 31, 2013, at 10:18 AM, Consumer Travel Network Support <[REDACTED]> wrote:

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

Response (Centurion Travel Team) 05/31/2013 10:18 AM

[REDACTED] For [REDACTED] Air France ticket number [REDACTED] which is non refundable coach class. If you use this ticket with the same

routing Paris to Charles De Gaulle the change fee is 250.00 and the value is 571.50. You would pay the change fee plus any difference in air fare.

If you change the routing the only way to tell if this ticket can be used with another routing is to have a specific date and routing would

not be able to advise if ticket can be used. This ticket is priced as a through fare and would be unable to tell if can be used if the

routing is changed, If this is to be used toward the same routing, Paris Charles De Gaulle to JFK this ticket can be used. The new Air France flight

would need to be rebooked and taken by Nov. 28 2013 or will lose face value of this ticket. If you are changing the routing can try to use the ticket,

however will not know if can be used till try to apply credit from previous Air France Ticket.

If any questions please call American Express Team Two ext 57499 or can e mail.

Thank You,

Larry

Sincerely,

Your Centurion Travel Services Team Two

Hours of Operations M-F 08:00am -11:00pm ET and Sat-Sun 08:00am-08:00pm ET

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 (Administrator) 05/31/2013 07:11 AM

Thank you for emailing your dedicated Centurion Travel Team Two.

You have reached your team outside of normal business hours. Our normal business hours are 8:00am - 10:00pm ET, Monday thru Friday and 8:00am - 8:00pm ET, Saturday and Sunday.

Centurion Travel is available 24/7 so if this is an urgent and/or time sensitive request, please call the number on the back of your Centurion card.

Otherwise, we will respond to your email as soon as possible on the next business day.

Thank you,

Your Jacksonville Centurion Travel Team Two

[REDACTED]
ext 57499

Customer ([REDACTED]) 05/31/2013 07:11 AM

actually, so how much was [REDACTED] ticket? I know she must subtract \$250 from the total of the ticket...
thanks

On May 30, 2013, at 10:12 PM, Consumer Travel Network Support
<[REDACTED]> wrote:

>

Response (Administrator) 05/31/2013 07:11 AM

Thank you for emailing your dedicated Centurion Travel Team Two.

You have reached your team outside of normal business hours. Our normal business hours are 8:00am - 10:00pm ET, Monday thru Friday and 8:00am - 8:00pm ET, Saturday and Sunday.

Centurion Travel is available 24/7 so if this is an urgent and/or time sensitive request, please call the number on the back of your Centurion card.

Otherwise, we will respond to your email as soon as possible on the next business day.

Thank you,
Your Jacksonville Centurion Travel Team Two
[REDACTED]
ext 57499

Customer ([REDACTED]) 05/31/2013 07:11 AM

Excellent Larry! Thank you for your time and effort to figure this out for us!!

[REDACTED]

On May 30, 2013, at 10:12 PM, Consumer Travel Network Support
<[REDACTED]> wrote:

>

Response (Centurion Travel Team) 05/30/2013 10:12 PM

[REDACTED]

Regarding Jeffrey the American Express Record Locator is CYUMEX. The Air France Record Locator is YEPZ32.

The Air France Ticket number is 057 7149878496. This was a full refundable ticket which the departure taken on 29 Nov and return 07 Dec.

was refunded. This ticket no longer has any value.

////////////////////////////////////

For [REDACTED] this is non refundable coach ticket with 250.00 change fee. Have up to one year from date of issue to reuse the return

flight. The Air France Ticket Number is [REDACTED]. New Air France Flight will need to be booked and taken by 28 Nov 2013.

American Express Record Locator is ALNNJV. Will pay 250.00 change fee plus any difference in air fare.

Air France Record Locator is ZXMIX2.

If any questions please call American Express Team Two at ext 57499 or can e mail.

Thank You,

Larry

Sincerely,

Your Centurion Travel Services Team Two

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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 2013-05-31 10:18:03

EFTA00389785

"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 2013-05-31 10:18:03

"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 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 : <https://www.americanexpress.com/messagecenter> Merci."