

From: Samantha S Lucero <[REDACTED]>

To: [REDACTED] <[REDACTED]>

Subject: RE: [REDACTED] Locator RUREWK

Date: Wed, 11 Oct 2017 20:33:32 +0000

Inline-Images: image001.jpg

No worries I will take care of it.

Have a great evening

Samantha S Lucero/ Associate Relationship Manager

American Express Travel & Lifestyle Services

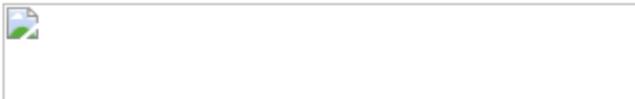
Office hours: Tuesday - Saturday 7:00am to 3:30pm EST



[REDACTED]



[REDACTED]



From: [REDACTED] [mailto:[REDACTED]]

Sent: Wednesday, October 11, 2017 4:31 PM

To: Samantha S Lucero <[REDACTED]>

Subject: Re: [REDACTED] Locator RUREWK

Ok on all. Thank you!

On another note, Jeffrey wants [REDACTED] return to be Nov 26 not Nov 25th. He changed his mind.! Can you void and reissue the return parts? Sorry!

Sent from my iPhone

On Oct 11, 2017, at 4:27 PM, Samantha S Lucero <[REDACTED]> wrote:

[REDACTED],

I was able to cancel the Car service in Geneva at no cost. The rail ticket I also was able to cancel for a penalty of 20EUR + 7% of the total for admin fees, the refund will be posted on the Amex card within 5 business days.

The Airline ticket is nonrefundable the fare rules state that if not used there is no credit or refund offered.

Samantha

Samantha S Lucero/ Associate Relationship Manager

American Express Travel & Lifestyle Services

Office hours: Tuesday - Saturday 7:00am to 3:30pm EST



[REDACTED]



[REDACTED]

<image001.jpg>

American Express made the following annotations

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