

From: [REDACTED] >
To: Natalia Molotkova <[REDACTED]>
Subject: Re: Milan Flight Options
Date: Thu, 04 Apr 2019 21:57:19 +0000

Ok super. Thanks

Sent from my iPhone

On Apr 4, 2019, at 5:37 PM, Natalia Molotkova <[REDACTED]> wrote:

US Centurion Banner

Hello Ms. [REDACTED].

Thanks for making me aware. Everything is in order. This email was forwarded to me this afternoon and there was no mention of your having called earlier today. I am sorry for any inconvenience this may have caused.

Have a good evening.

Linda King ARM/ATL
From Centurion Support on behalf of your Relationship Manager, Natalia Molotkova

Thank you for your email. I am currently out of the office.

Hi Linda...I actually called this morning at 6am and purchased the tickets for [REDACTED] with Amex points... it is Record Locator [REDACTED]. I have received the ticket....can you just double check it is all good however, because it worries me you are sending this now...thanks! [REDACTED]

On Apr 4, 2019, at 4:35 PM, Natalia Molotkova <[REDACTED]> wrote:

US Centurion Banner

Good Afternoon Ms. [REDACTED].

Yes, you are correct regarding the number of available seats an airline will make available for an upgrade. Of course, the availability could change from day to day, and there's no way to guarantee that the upgrade will become available. At any rate, here are the Business Class fares as of today for the flights you discussed with my co-worker:

Mon, 8 Apr - Emirates 206 - Business Class

Departing: 10:20 pm from New York John F Kennedy Airport, (JFK)
Arriving: 12:15 pm into Malpensa Airport, Milan (MXP)

One-Way IAP Fare - \$5215.70/person Fully Refundable/Changeable

Thu, 11 Apr - Air France 1313 - Business Class

Departing: 8:40 pm from Linate Airport, Milan (LIN)
Arriving: 10:10 pm into Paris Charles

Mon, 15 Apr - Air France 6 -Business Class

Departing: 2:00 pm from Paris Charles de Gaulle Airport (CDG)
Arriving: 4:25 pm into New York John F Kennedy Airport, (JFK)

Fare for these 2 segments - \$4042.03/person Fully Refundable/Changeable

Ms. [REDACTED], at this time, no flight are currently being held. Please review the above information and let us know how you would like to proceed.

Your response is required to complete this reservation. Prices and availability are subject to change.
Please reply to this email and provide your authorization to proceed.

Have a good day.

Linda King ARM/ATL
From Centurion Support on behalf of your Relationship Manager, Natalia Molotkova

oh wow...ok good to know. is this because they only allow a certain amount of seats on each flight to upgrade with points? Can you tell me the price if we were going to purchase in biz class please for both airlines?

On Apr 3, 2019, at 4:32 PM, Centurion Support <[REDACTED]> wrote:



Hi [REDACTED]

I spoke with Emirates and Air France and found there is no mileage upgrades available, we would have to book the tickets in business class in order to guarantee.

Thank You!
Jennifer

From Centurion Support on behalf of your Relationship Manager Natalia Molotkova

both tickets look great. Just let me get approval. Can we upgrade with points for [REDACTED] tickets?

On Apr 3, 2019, at 4:04 PM, Centurion Support <[REDACTED]> wrote:

Hi [REDACTED]!

Great! Here is what I have held -

Mon, 8 Apr - Emirates 206 - Economy
Departing: 10:20 pm from New York John F Kennedy Airport, (JFK)
Arriving: 12:15 pm into Malpensa Airport, Milan (MXP)

Thu, 11 Apr - Air France 1313 - Economy
Departing: 8:40 pm from Linate Airport, Milan (LIN)
Arriving: 10:10 pm into Paris Charles de Gaulle Airport (CDG)

Mon, 15 Apr - Air France 6 - Economy
Departing: 2:00 pm from Paris Charles de Gaulle Airport (CDG)
Arriving: 4:25 pm into New York John F Kennedy Airport, (JFK)

I found it best if we issued two separate tickets -

Emirates -

- Total air reservation, including taxes and fees: \$640.70
- Non Refundable; \$200.00 change fee per person; changes are subject to difference in fare

Air France -

Hi [REDACTED]
I spoke with Emirates and Air France and found there is no mileage upgrades available, we would have to book the tickets in business class in order to guarantee.
Thank You!
Jennifer
From Centurion Support on behalf of your Relationship Manager

US Centurion Banner

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I found it best if we issued two separate tickets -

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- Total air reservation, including taxes and fees: \$640.70
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Air France -

- Total air reservation, including taxes and fees: \$1412.63.
- Ticket is refundable, change/cancellation penalty of \$0.00 will apply; changes are subject to difference in fare

For [REDACTED] have found the following - American Express Locator - [REDACTED]

Tue, 9 Apr - British Airways 572 - Economy (2 Seats available)
Departing: 7:50 am from London Heathrow Airport (LHR)
Arriving: 10:50 am into Malpensa Airport, Milan (MXP)

Mon, 15 Apr - British Airways 327 - Economy
Departing: 9:00 pm from Paris Charles de Gaulle Airport (CDG)
Arriving: 9:15 pm into London Heathrow Airport (LHR)

- Total air reservation, including taxes and fees: \$978.60
- Non Refundable; \$60.00 GBP change fee per person; changes are subject to difference in fare

Your response is required to complete this reservation. Prices and availability are subject to change.

Thank You!
Jennifer

From Centurion Support on behalf of your Relationship Manager Natalia Molotkova

Natalia Molotkova
both tickets look great. Just let me get approval. Can we upgrade with points for Karina's tickets?
On Apr 3, 2019, at 4:04 PM, Centurion Support found centurion@centurion.com wrote:
Hi [REDACTED]!!
Great! Here is what I have held -
British Airways 572 - Economy (2

Hi Jennifer and thank you for looking in to this trip for us...since I spoke with you, [REDACTED] has given me the exact flights she wants (which is what we will do!)

Can you please check on the below flights for availability and if upgrade is possible to biz or first?

-April 8: Emirates depart JFK at 10:20pm arrive MXP at 12:15pm on 9th

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-April 15: AF depart CDG at 2pm arrive JFK 4:25pm

[REDACTED] says she has a credit on AF...I have asked her for the ticket #. Will get back to you on that. For time being, lets see what the above will cost. Thanks

I also need a ticket from London on Tuesday 9th arriving Milan around same time [REDACTED] would arrive (12:15pm) for [REDACTED] Birthday July 11, 1979. Return back to London on 15th around same time [REDACTED] would depart for Paris (so either 7:30pm or 8:40pm) Thanks!

On Apr 3, 2019, at 3:23 PM, Centurion Support <[REDACTED]> wrote:

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I also checked an American and Air France option but it was more than double the cost of the Delta and Air France Option.

Mon, 8 Apr - Delta 172 - Economy
Departing: 5:46 pm from New York John F Kennedy Airport, (JFK)
Arriving: 7:55 am into Malpensa Airport, Milan (MXP)

Thu, 11 Apr - Air France 1831 - Economy - (Business Class Sold Out)
Departing: 10:40 am from Malpensa Airport, Milan (MXP)
Arriving: 12:10 pm into Paris Charles de Gaulle Airport (CDG)

Mon, 15 Apr - Delta 263 - Economy
Departing: 10:20 am from Paris Charles de Gaulle Airport (CDG)
Arriving: 12:46 pm into New York John F Kennedy Airport, (JFK)

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Please reply to this email and provide your authorization to proceed.

Thank You!
Jennifer

From Centurion Support on behalf of your Relationship Manager Natalia Molotkova

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Thank You!
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Hi Jennifer and thank you for looking in to this trip for us...since I spoke with you, [REDACTED] has given me the exact flights she wants (which is what we will do!)

Can you please check on the below flights for availability and if upgrade is possible to biz or first?

-April 8: Emirates depart JFK at 10:20pm arrive MXP at 12:15pm on 9th

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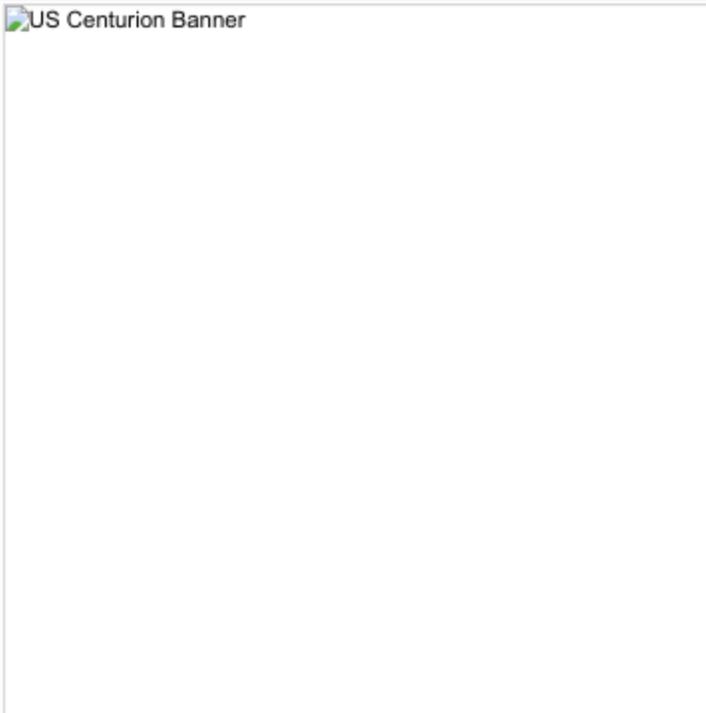
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[REDACTED] says she has a credit on AF...I have asked her for the ticket #. Will get back to you on that. For time being, lets see what the above will cost.
Thanks

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I also need a ticket from London on Tuesday 9th arriving Milan around same time [REDACTED] would arrive (12:15pm) for [REDACTED]. Birthday July 11, 1979. Return back to London on 15th around same time [REDACTED] would depart for Paris (so either 7:30pm or 8:40pm) Thanks!

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It was a pleasure speaking with you today!
Listed below are economy air options for [REDACTED] - I did speak with Delta and found there are no mileage upgrades available on any of the below flights.

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- Total air reservation, including taxes and fees: \$2515.73.
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Thank You!
Jennifer

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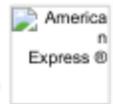
I also checked an American and Air France option but it was more than double the cost of the Delta and Air France Option.
Total air reservation, including taxes and fees: \$1412.63.
Ticket is refundable, change/cancellation penalty of \$350.00 will apply; changes are subject to difference in fare.
Mon, 8 Apr - Delta 172 - Economy Departing: 5:46 pm from New York

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John F Kennedy Airport, (JFK)
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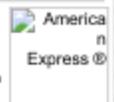
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US Centurion Banner



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I found it best if we issued two separate tickets -

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- Total air reservation, including taxes and fees: \$640.70

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For Susan I have found the following - Am

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Express
Locator -
[REDACTED]

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Departing: 7:50 am from London Heathrow Airport (LHR)
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Air France -

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Departing: 9:00 pm from Paris Charles de Gaulle Airport (CDG)
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- Total air reservation, including taxes and fees: \$978.60
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Thank You!
Jennifer

From Centurion Support on behalf of your Relationship Manager Natalia Molotkova

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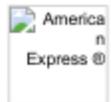
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9pm if less
expensive)

-April 15:
AF depart
CDG at
2pm arrive
JFK
4:25pm

[REDACTED]
says she
has a credit
on AF...I
have asked
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ticket #.
Will get
back to you
on that.
For time
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see what
the above
will cost.
Thanks

I also need
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8:40pm)
Thanks!

On Apr 3,
2019, at
3:23 PM,
Centurion
Support
Support
<centurion.support@centurion.com>
[REDACTED] wrote:

Hi [REDACTED]!

It was a
pleasure
speaking
with you
today!

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Listed below are economy air options for [REDACTED]

US Centurion Banner



I did speak with Delta and found there are no mileage upgrades available on any of the below flights.

I also checked an American and Air France option but it was more than double the cost of the Delta and Air France Option.

Mon, 8 Apr - Delta 172 - Economy
Departing: 5:46 pm from New York John F Kennedy Airport, (JFK)
Arriving: 7:55 am into Malpensa Airport, Milan (MXP)

Thu, 11 Apr - Air France 1831 - Economy - (Business Class Sold Out)
Departing: 10:40 am from Malpensa Airport, Milan (MXP)
Arriving: 12:10 pm into Paris Charles de Gaulle Airport (CDG)

Mon, 15 Apr - Delta 263 - Economy
Departing: 10:20 am from Paris Charles de Gaulle Airport (CDG)
Arriving: 12:46 pm into New York John F Kennedy Airport, (JFK)

Hi [REDACTED]

It was a pleasure speaking with you today!

Listed below are economy air options for [REDACTED] - I did speak with Delta and found there are no mileage upgrades available on any of the below flights.

I also checked an American and Air France option but it was more than double the cost of the Delta and Air France Option.

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- Total air reservation, including taxes and fees: \$2515.73.
- Ticket is refundable, change/cancellation penalty of \$350.00 will apply; changes are subject to difference in fare.

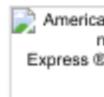
Please reply to this email and provide your authorization to proceed.

Thank You!
Jennifer

From Centurion Support on behalf of your Relationship Manager Natalia Molotkova

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Jennifer

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Good Afternoon Ms. [REDACTED].

Yes, you are correct regarding the number of available seats an airline will make available for an upgrade. Of course, the availability could change from day to day, and there's no way to guarantee that the upgrade will become available. At any rate, here are the Business Class fares as of today for the flights you discussed with my co-worker:

Mon, 8 Apr - Emirates 206 - Business Class

Departing: 10:20 pm from New York John F Kennedy Airport, (JFK)

Arriving: 12:15 pm into Malpensa Airport, Milan (MXP)

One-Way IAP Fare - \$5215.70/person Fully Refundable/Changeable

Thu, 11 Apr - Air France 1313 - Business Class

Departing: 8:40 pm from Linate Airport, Milan (LIN)

Arriving: 10:10 pm into Paris Charles

Mon, 15 Apr - Air France 6 -Business Class

Departing: 2:00 pm from Paris Charles de Gaulle Airport (CDG)

Arriving: 4:25 pm into New York John F Kennedy Airport, (JFK)

Fare for these 2 segments - \$4042.03/person Fully Refundable/Changeable

Ms. [REDACTED], at this time, no flight are currently being held. Please review the above information and let us know how you would like to proceed.

Your response is required to complete this reservation. Prices and availability are subject to change. Please reply to this email and provide your authorization to proceed.

Have a good day.

Linda King ARM/ATL
From Centurion Support on behalf of your Relationship Manager, Natalia Molotkova

oh wow...ok good to know. is this because they only allow a certain amount of seats on each flight to upgrade with points? Can you tell me the price if we were going to purchase in biz class please for both airlines?

On Apr 3, 2019, at 4:32 PM, Centurion Support <[REDACTED]> wrote:

US Centurion Banner

Hi [REDACTED]!

I spoke with Emirates and Air France and found there is no mileage upgrades available, we would have to book the tickets in business class in order to guarantee.

Thank You!
Jennifer

From Centurion Support on behalf of your Relationship Manager Natalia Molotkova

both tickets look great. Just let me get approval. Can we upgrade with points for [REDACTED] tickets?

On Apr 3, 2019, at 4:04 PM, Centurion Support <[REDACTED]> wrote:

Hi [REDACTED]!!

Hi [REDACTED]!
I spoke with Emirates and Air France and found there is

Hi Jennifer and thank you for looking in to this trip for us...since I spoke with you, [REDACTED] has given me the exact flights she wants (which is what we will do!)

Can you please check on the below flights for availability and if upgrade is possible to biz or first?

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(or AF depart MXP 7:30pm arrive CDG 9pm if less expensive)

-April 15: AF depart CDG at 2pm arrive JFK 4:25pm

[REDACTED] says she has a credit on AF...I have asked her for the ticket #. Will get back to you on that. For time being, lets see what the above will cost. Thanks

I also need a ticket from London on Tuesday 9th arriving Milan around same time [REDACTED] would arrive (12:15pm) for [REDACTED] Birthday July 11, 1979. Return back to London on 15th around same time [REDACTED] would depart for Paris (so either 7:30pm or 8:40pm) Thanks!

On Apr 3, 2019, at 3:23 PM, Centurion Support <[REDACTED]> wrote:

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Arriving: 12:10 pm into Paris Charles de Gaulle Airport (CDG)

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Please reply to this email and provide your authorization to proceed.

Thank You!
Jennifer

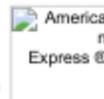
From Centurion Support on behalf of your Relationship Manager Natalia Molotkova

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Thank You!
Jennifer

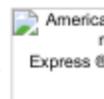
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Air France -

- Total air reservation, including taxes and fees: \$1412.63.
- Ticket is refundable, change/cancellation penalty of \$0.00 will apply; changes are subject to difference in fare

For [REDACTED] have found the following - American Express Locator - [REDACTED]

Tue, 9 Apr - British Airways 572 - Economy (2 Seats available)
Departing: 7:50 am from London Heathrow Airport (LHR)
Arriving: 10:50 am into Malpensa Airport, Milan (MXP)

Mon, 15 Apr - British Airways 327 - Economy
Departing: 9:00 pm from Paris Charles de Gaulle Airport (CDG)
Arriving: 9:15 pm into London Heathrow Airport (LHR)

- Total air reservation, including taxes and fees: \$978.60
- Non Refundable; \$60.00 GBP change fee per person; changes are subject to difference in fare

Your response is required to complete this reservation. Prices and availability are subject to change.

Thank You!
Jennifer

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Hi Jennifer and thank you for looking in to this trip for us...since I spoke with you, [REDACTED] has given me the exact flights she wants (which is what we will do!)

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[REDACTED] says she has a credit on AF...I have asked her for the ticket #. Will get back to you on that. For time being, lets see what the above will cost. Thanks

I also need a ticket from London on Tuesday 9th arriving Milan around same time [REDACTED] would arrive (12:15pm) for [REDACTED] Birthday July 11, 1979. Return back to London on 15th around same time [REDACTED] would depart for Paris (so either 7:30pm or 8:40pm) Thanks!

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On Apr 3, 2019, at 3:23 PM, Centurion Support <[REDACTED]> wrote:



Hi [REDACTED]!
It was a pleasure speaking with you today!
Listed below are economy air options for [REDACTED]
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I also checked an American and Air France option but it was more than double the cost of the Delta and Air France Option.
I found it best if we issued two separate tickets - Emirate

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Mon, 15 Apr - Delta 263 - Economy
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Thank You!
Jennifer

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US Centurion Banner

Hi [REDACTED]!!

Great! Here is what I have held -

Mon, 8 Apr - Emirates 206 - Economy
Departing: 10:20 pm from New York John F Kennedy Airport, (JFK)
Arriving: 12:15 pm into Malpensa Airport, Milan (MXP)

Thu, 11 Apr - Air France 1313 - Economy
Departing: 8:40 pm from Linate Airport, Milan (LIN)
Arriving: 10:10 pm into Paris Charles de Gaulle Airport (CDG)

Mon, 15 Apr - Air France 6 - Economy
Departing: 2:00 pm from Paris Charles de Gaulle Airport (CDG)
Arriving: 4:25 pm into New York John F Kennedy Airport, (JFK)

I found it best if we issued two separate tickets -

Emirates -

- Total air reservation, including taxes and fees: \$640.70
- Non Refundable; \$200.00 change fee per person; changes are subject to difference in fare

Air France -

- Total air reservation, including taxes and fees: \$1412.63.
- Ticket is refundable, change/cancellation penalty of \$0.00 will apply; changes are subject to difference in fare

For [REDACTED] have found the following - American Express Locator - [REDACTED]

Delta and Air France Option. Total air reservation, including taxes and fees: \$640.70. Non Refundable: \$200.00 change fee per person; changes are subject to difference in fare. Air France

- Total air reservation, including taxes and fees: \$1412.63.
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Departing: 7:50 am from London Heathrow Airport (LHR)
Arriving: 10:50 am into Malpensa Airport, Milan (MXP)

Mon, 15 Apr - British Airways 327 - Economy
Departing: 9:00 pm from Paris Charles de Gaulle Airport (CDG)
Arriving: 9:15 pm into London Heathrow Airport (LHR)

- Total air reservation, including taxes and fees: \$978.60
- Non Refundable; \$60.00 GBP change fee per person; changes are subject to difference in fare

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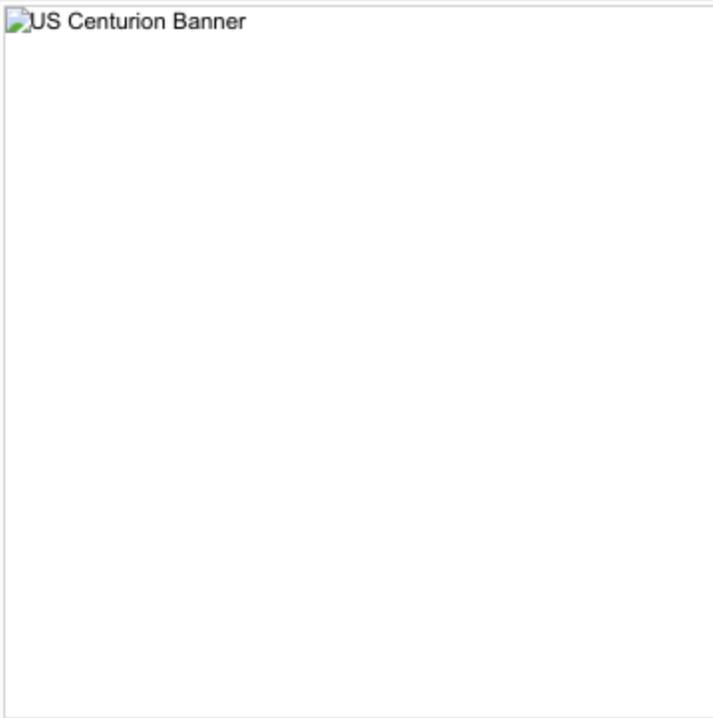
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572 -
Economy
(2 Seats
available)
Departing:
7:50 am
from
London
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Arriving:
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Mon, 15
Apr - British
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Departing:
9:00 pm
from Paris
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Arriving:
9:15 pm
into London
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• Total air
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fees:
\$978.60
• Non
Refundable
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GBP
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in fare

Your
response is
required to
complete
this
reservation.
Prices and
availability
are subject
to change.

Thank You!
Jennifer

From
Centurion
Support on
behalf of
your
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Natalia
Molotkova

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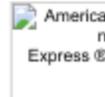
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Arriving: 12:46 pm into New York John F Kennedy Airport, (JFK)

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$2515.73.
- Ticket is refundable, change/cancellation penalty of \$350.00 will apply; changes are subject to difference in fare.

Please reply to this email and provide your authorization to proceed.

Thank You!
Jennifer

From Centurion Support on behalf of your Relationship Manager Natalia Molotkova

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9th arriving Milan around same time [REDACTED] would arrive (12:15pm) for [REDACTED]. Birthday July 11, 1979. Return back to London on 15th around same time [REDACTED] would depart for Paris (so either 7:30pm or 8:40pm) Thanks!

Hi Jennifer and thank you for looking in to this trip for us... since I spoke with you, [REDACTED] has given me the exact flights she wants (which is what we will do!)

Can you please check on the below flights for availability and if upgrade is possible to biz or first?

-April 8:
Emirates depart JFK at 10:20pm
arrive MXP at 12:15pm on 9th

-April 11:
AF depart LIN at 8:40pm
arrive CDG 10:10pm (or AF depart MXP 7:30pm arrive CDG 9pm if less expensive)

-April 15:
AF depart CDG at 2pm arrive JFK 4:25pm

[REDACTED] says she has a credit on AF...I have asked her for the ticket #. Will get back to you on that. For time being, lets see what the above will cost. Thanks

I also need a ticket from London on Tuesday

On Apr 3, 2019, at 3:23 PM, Centurion Support <[REDACTED]> wrote:



Hi [REDACTED]!

It was a pleasure speaking with you today!

Listed below are economy air options for [REDACTED] - I did speak with Delta and found there are no mileage upgrades available on any of the below flights.

I also checked an American and Air France option but it was more than double the cost of the Delta and Air France Option.

Mon, 8 Apr - Delta 172 - Economy
Departing: 5:46 pm from New York John F Kennedy Airport, (JFK)
Arriving: 7:55 am into Malpensa Airport, Milan (MXP)

Thu, 11 Apr - Air France 1831 - Economy - (Business Class Sold Out)
Departing: 10:40 am from Malpensa Airport, Milan (MXP)
Arriving: 12:10 pm into Paris Charles de Gaulle Airport (CDG)

Mon, 15 Apr - Delta 263 - Economy
Departing: 10:20 am from Paris Charles de Gaulle Airport (CDG)
Arriving: 12:46 pm into New York John F Kennedy Airport, (JFK)

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Jennifer

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