

**From:** [REDACTED] <[REDACTED]>  
**To:** [REDACTED] >  
**Date:** Wed, 24 Nov 2010 15:55:50 +0000

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Hey [REDACTED]. I called to change your ticket with klm and they told me the ticket only allows one change which we already did, and I can't change it even for a fee. I want to call again and see if another person tells me the same thing or not. I'm about to go in to [REDACTED]. Maybe you can try and call and see if they tell you the same thing. I don't think it matters to Je who does it as long as it gets done.  
We may have to buy a whole new ticket if they tell you the same thing.