

To: Natalia Molotkova [REDACTED]
From: Lesley Groff [REDACTED]
Sent: Fri 6/9/2017 6:21:32 PM
Subject: Re: Issue Ticket for [REDACTED] on Jet Blue!

Bummer

Sent from my iPhone

On Jun 9, 2017, at 2:08 PM, Natalia Molotkova <[REDACTED]> wrote:

Coffee doesn't work for me....anymore LOL

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

Hahaha! Hi know. It just escapes me sometimes ! I have had 3 cups of coffee ☕️☕️☕️*

Sent from my iPhone

On Jun 9, 2017, at 1:55 PM, Natalia Molotkova <[REDACTED]> wrote:

Please!!! You need calories for energy!!

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

Thank you! It's 2 and I haven't eaten! I'm going to kitchen now!

Sent from my iPhone

On Jun 9, 2017, at 1:42 PM, Natalia Molotkova <[REDACTED]> wrote:

OK, calling ticketing to rush exchange.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

Yes please !

Sent from my iPhone

On Jun 9, 2017, at 1:31 PM, Natalia Molotkova <[REDACTED]> wrote:

OK, new fare is \$389.98, credit 358.20, so exchange with add collect of \$181.78. OK to proceed?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

OK, on it.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon, Wed 9a-4p, 530p-7p
Tue, Thur, Fri 9a - 530p EST

Flight for [REDACTED]: Jet Blue has the 7:46pm arrive ALB 11:08pm flight
tonight...\$423.95
ISSUE TICKET please ;)

we have an outstanding credit with Jet Blue but i am not sure it can be processed for this trip since it is same day? it was [REDACTED]'s ticket: TICKET NUMBER 2798626019758 change fee \$150...

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2015 American Express. All rights reserved

American Express uses 3rd party concierge service providers who are not authorized to act on behalf of American Express and you acknowledge that American Express is in no way responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by the service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for servicing purposes.

