

To: [REDACTED]
From: Centurion Support
Sent: Wed 6/21/2017 5:44:52 PM
Subject: [REDACTED] - STTJFK/JFKSVO 21-22JUN

Title: American Express ®

[REDACTED]
As per my voice mail here is the email information on the ticket for [REDACTED] traveling from St Thomas to New York, then to Moscow.

As we discussed this morning we booked [REDACTED] on the Delta flight from St Thomas to JFK today, 21 JUN at 155pm. Issued as a new ticket for \$439.26 non-refundable.

The American Airlines flight was issued on a ticket controlled by Aeroflot as she departed out of Moscow back on 17 June with Aeroflot.

Originally it appeared as if we could exchange out the ticket confirmed from a roundtrip fare of \$1394.42 to delete the American Airlines flight at a new fare of \$954.36 with a fare decrease of \$440.06. Unfortunately Aeroflot has advised we cannot exchange out the ticket due to the rules to a lower fare.

Aeroflot has advised due to the involuntary schedule change with the flight delay on American Airlines we can refund the remaining portion of the existing ticket and issue a new one way ticket for [REDACTED] to travel tomorrow, 22 June.

Again the original ticket was issued roundtrip at \$1394.42. The approximate cost of the flight used on 17 June is about \$271.00. Aeroflot will refund the difference on the unused portions of the ticket - approximately \$1123.00.

We have issued the new one way ticket for [REDACTED] at a non-refundable fare of \$982.10. She is all ticketed and set now. You should have received the updated itinerary.

Sincerely,

Jennifer Martin

From Centurion Support on behalf of your Relationship Manager Natalia Molotkova

[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.

