

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] [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

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