

To: [REDACTED]
From: Natalia Molotkova
Sent: Mon 6/19/2017 1:37:07 PM
Subject: Can you change tickets?

Title: American Express ®

Good.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]
Hours: Mon through Friday 9AM-530PM EST
Tue, Thur, Fri 9a - 530p EST

no worries at all ...that is what I thought. I took care of brand new fights for them over the weekend...all is done. thanks

On Jun 19, 2017, at 9:18 AM, Natalia Molotkova <[REDACTED]> wrote:

Lesley, unfortunately I can't do anything about reservation, booked outside American Express Centurion or Platinum, off line. I can't even help with American Express online booking. No access to it.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]
Hours: Mon through Friday 9AM-530PM EST
Tue, Thur, Fri 9a - 530p EST

Hi Natasha. Can you change tickets that were not purchased through you in the first place? Below is the confirm number for [REDACTED] ... they would like the direct flight instead on Monday.
>
> Confirmation number : [REDACTED]

v
[REDACTED]

===== image File Attachment =====
ED2E3624-50E1-48F0-8CD4-9D3CC7CEAE4A.jpg, 119072 bytes, Added to incident

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

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