

To: Lesley Groff[REDACTED]
Cc: Natalia Molotkova[REDACTED]
From: Bella Klein
Sent: Thur 9/7/2017 5:06:36 PM
Subject: Re: [REDACTED]

Thank you all!!
Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

On Sep 7, 2017, at 12:48 PM, Lesley Groff <[REDACTED]> wrote:

Thanks s is going to be a hard on for Bella to track when that Amex bill comes in! She may want to speak to you for guidance .

Sent from my iPhone

On Sep 7, 2017, at 12:20 PM, Natalia Molotkova <[REDACTED]> wrote:

Yes, once business ticket is issued, tomorrow, will refund, and reimburse refund fee plus points. we do business. And your HARD work.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@[REDACTED]

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

No way? Totally not customer friendly. I have passed along to [REDACTED] to be sure to use the ticket number and only that number. I suggested she go early to airport also.

Sent from my iPhone

On Sep 7, 2017, at 12:10 PM, Natalia Molotkova <[REDACTED]> wrote:

Yes, please, I was so pissed, I told them that is why I left Russia, they just not customer friendly comp suspend status on one of the legs of the ticket and will open it tomorrow, when it is too late to void, to

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Sorry. I know answer is coach... not biz. Re read ! Too much going on !

Sent from my iPhone

On Sep 7, 2017, at 12:02 PM, Natalia Molotkova <[REDACTED]> wrote:

Why do they give such grief?

Am I to still tell her to check in with the last number you gave me?

5558652544230

I just don't want her to have any issue with getting on that plane and to Paris. That is the most important biz?

Sent from my iPhone

On Sep 7, 2017, at 12:02 PM, Natalia Molotkova <[REDACTED]> wrote:

I hate Aeroflot, they are not letting me VOID business class ticket, only refund with penalty. Penalty is am sorry, it is a night mare.

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Ok thanks

Sent from my iPhone

On Sep 7, 2017, at 11:21 AM, Natalia Molotkova <[REDACTED]> wrote:

You can ask her to do it now. I tried, I don't want her to be at the airport with wrong ticket. Aeroflot is p

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Holy cow. Ok so when do I tell her to check in with the ticket number below? Thx for The points...

Sent from my iPhone

On Sep 7, 2017, at 11:04 AM, Natalia Molotkova <[REDACTED]> wrote:

OK, here is the outcome, Aeroflot didn't allow me to change the original ticket, due to it had to be exch
departure, which was yesterday.

So, I issued new one way coach at 1006.20. New ticket number 5558652544230. So she will have to c

Ticket from yesterday, in business, more expensive, will be voided, just working with Aeroflot to cancel

So, will put on Mr. Jeffrey's account 60 000 points (equivalent of \$600.00).

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

YES! I know we spoke but wanted to reply!

Sent from my iPhone

On Sep 7, 2017, at 10:09 AM, Natalia Molotkova <[REDACTED]> wrote:

Lesley, coach cabin became available on flight on September 8th for [REDACTED], we can exchange original one (1006.20). So difference in fare is USD10.30 plus EUR70.00 change fee. Even if exchange doesn't I don't see anything what will stop me from exchange), coach fare ticket (straight) is lower the business proceed?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]@[REDACTED]

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Done.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

ha! can you imagine...! that would be great...for today, proceed with the new purchase!

On Sep 6, 2017, at 3:16 PM, Natalia Molotkova <[REDACTED]> wrote:

Sounds good, may be tomorrow I will be able to get coach AND DO EXCHNAGE INSTEAD?
Perfect, will proceed today. New Aeroflot ticket will be refundable. Refun dfee EUR70.00, cahnge fee

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]@[REDACTED]

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

honestly, Im not even going to tell him though until tomorrow morning! I think he is just tired of hearing happier tomorrow morning ...I'll tell him then! ;)

On Sep 6, 2017, at 3:12 PM, Natalia Molotkova <[REDACTED]> wrote:

I'm sure that would ease some of the pain!
thanks Natasha...

On Sep 6, 2017, at 3:12 PM, Natalia Molotkova <[REDACTED]> wrote:

Ok, how about me giving him 60 000 American Express point (\$600 equivalent), will it make him feel better?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]@[REDACTED]

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

just keep the ticket AS IS...we will pay for the Biz seat.
Jeffrey totally irritated with me on this one!

On Sep 6, 2017, at 2:26 PM, Natalia Molotkova <[REDACTED]> wrote:

ok thx

On Sep 6, 2017, at 2:33 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED] is number 7 on exchange Q

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

If we change to Aeroflot at
SU1549 08SEP OVB SVO 600A 610A
SU2450 08SEP SVO CDG 750A 1045A

add collect only \$93.30.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]@ [REDACTED]

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

ok, thanks

On Sep 6, 2017, at 2:19 PM, Natalia Molotkova <[REDACTED]> wrote:

great....we must have [REDACTED] come on the 8th ...so ticket price would be the \$1384.10?! Please check other airlines with flight times similar to what we have already....let me know price...thanks (we may j Aeroflot and cough up the money)

On Sep 6, 2017, at 2:15 PM, Natalia Molotkova <[REDACTED]> wrote:

Exchange takes time, checking how far it is on Q...

For [REDACTED]:

Lesley, Aeroflot told me that I can't exchange coach ticket to business. Have to issue new ticket, can't what to do, should I check for less expensive ticket? Should I re-instate original?

One way via Prague is only:

1 S7 857 08SEP OVB PRG 0820A 1000A
1 OK 760 08SEP PRG CDG 1225P 0215P

TOTAL FARE - USD 592.40

Or earlier flight with Aeroflot
SU1549 08SEP OVB SVO 600A 610A
SU2450 08SEP SVO CDG 750A 1045A

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

I am still waiting for [REDACTED] ticket to come through?...Can you check on the new ticket for me?

On Sep 6, 2017, at 9:47 AM, Natalia Molotkova <[REDACTED]> wrote:

Lesley, Aeroflot told me that I can't exchange coach ticket to business. Have to issue new ticket, can't what to do, should I check for less expensive ticket? Should I re-instate original?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

GREAT! t hank you!
issue please and refund ;)

On Sep 6, 2017, at 1:33 PM, Natalia Molotkova <[REDACTED]> wrote:

Both tickets will be non refundable.
Aeroflot will be business class, coach not available.
Original return Air France will be refunded (\$883.30)
New ticket will be coach:
AF 1230 10SEP CDG MXP 0130P 0300P

TOTAL FARE - USD 699.60
Non refundable and changes are not permitted.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi k. Please issue this as well as the outbound flight. Thanks.

Sent from my iPhone

On Sep 6, 2017, at 12:49 PM, Natalia Molotkova <[REDACTED]> wrote:

Coach, non refundable:

AF 1230 10SEP CDG MXP 0130P 0300P

TOTAL FARE - USD 699.60

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Jeffrey says 1:30 is good. Price please?

Sent from my iPhone

On Sep 6, 2017, at 12:16 PM, Natalia Molotkova <[REDACTED]> wrote:

No, after 9am will be 130pm.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Jeffrey is asking if there is a flight that departs Paris on Sunday for Milan around 11am..? please let m

On Sep 6, 2017, at 11:54 AM, Natalia Molotkova <[REDACTED]> wrote:

Sure, I am here!!

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

wow...super expensive! this is the ticket that was super expensive in the first place... Let me ask how
the Sunday...I will get back to you..thanks.

On Sep 6, 2017, at 11:42 AM, Natalia Molotkova <[REDACTED]> wrote:

Sorry, Lesley, [REDACTED]:

We can keep same flight to Paris with Aeroflot, just day later, but first leg is sold out in coach, only bus
flights will be business only:

1 SU 1307 D 08SEP F OVB SVO 0925A 0940A
1 SU 2462 D 08SEP F SVO CDG 1145A 0240P
1ADT 1384.10 1384.10

TOTAL FARE - USD 1384.10

Ad collect will be - \$389.20 difference in fare plus EUR 70 change fee.

Return: we can do Alitalia coach:

AZ 305 10SEP CDG LIN 0935A 1105A

TOTAL FARE - USD 724.40

AZ 339 10SEP CDG LIN 0605A 0735A

TOTAL FARE - USD 433.40

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Please Issue [REDACTED] change as stated...OK on \$109 add collect
[REDACTED], the entire ticket is changing (outbound and return) She needs a ticket to go to Paris on Fri. Sep
Milan on Sunday 10th...the ticket you have her on Sunday is not until 3:15pm..Jeffrey's request is for r
you check availability for us on both tickets we need for [REDACTED]? thanks

On Sep 6, 2017, at 9:47 AM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]:

SU2463 08SEP CDG SVO 355P 830P

SU1408 08SEP SVO SVX 1150P 410A

Add collect \$109.00

[REDACTED]:

We can put her at

AF 1730 10SEP CDG MXP 0315P 0440P

TOTAL FARE - USD 544.60

Coach, and refund original ticket in business (refund will be \$883.30).

Ok to proceed?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

yes, please...over the weekend Karyna and Sue received confirmation of [REDACTED] tickets...Rap
email addresses in one area (you will have to speak to him...i don't know where...he said it looked odd
anyone receiving confirms...especially with these tickets you are to change today!

On Sep 6, 2017, at 9:08 AM, Natalia Molotkova <[REDACTED]> wrote:

OK, it is very strange, I email only you, ok will leave only your email.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]@[REDACTED]

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Morning...we need to change 2 tickets. Please, please make **triple** sure they are NOT forwarded to a
permanently remove ALL email addresses from our account.

-Change [REDACTED] return flight ticket to Friday Sept. 8 (Rec. Loc#OUXSTL) she should leave
she has now.

-Change [REDACTED] to arrive Paris on Friday Sept 8 and leave for Milan on Sunday morning Sept. 1

Let me know what we can do! thanks, Lesley

[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.