

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Wed 9/6/2017 7:13:25 PM
Subject: Re: We Need to CHANGE some tickets-Make sure they are sent to NO ONE but ME!

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]

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]

Hours: Mon through Friday 9AM-530PM EST

If we change to Aeroflot at
SU [REDACTED] 08SEP OVB SVO 600A 610A
SU [REDACTED] 08SEP SVO CDG 750A 1045A

add collect only \$93.30.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

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 to see similar to what we have already....let me know price...thanks (we may just have to stick with Aeroflot and co

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 use old less expensive ticket? Should I re-instate original?

One way via Prague is only:

1 S7 [REDACTED] 08SEP OVB PRG 0820A 1000A
1 OK [REDACTED] 08SEP PRG CDG 1225P 0215P

TOTAL FARE - USD 592.40

Or earlier flight with Aeroflot

SU [REDACTED] 08SEP OVB SVO 600A 610A
SU [REDACTED] 08SEP SVO CDG 750A 1045A

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

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 use old less expensive ticket? Should I re-instate original?

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

Hours: Mon through Friday 9AM-530PM EST

GREAT! Thank 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 [REDACTED] 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]

Hours: Mon through Friday 9AM-530PM EST

OK

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[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 [REDACTED] 10SEP CDG MXP 0130P 0300P

TOTAL FARE - USD 699.60

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

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

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

Sure, I am here!!

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

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wow...super expensive! this is the ticket that was super expensive in the first place... Let me ask how early 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 business,

1 SU [REDACTED] D 08SEP F OVB SVO 0925A 0940A

1 SU [REDACTED] 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 [REDACTED] 10SEP CDG LIN 0935A 1105A

TOTAL FARE - USD 724.40

AZ [REDACTED] 10SEP CDG LIN 0605A 0735A

TOTAL FARE - USD 433.40

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

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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. Sept. 8 as ticket you have her on Sunday is not until 3:15pm..Jeffrey's request is for morning on Sunday...can you check [REDACTED]? thanks

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

Milena:

SU [REDACTED] 08SEP CDG SVO 355P 830P

SU [REDACTED] 08SEP SVO SVX 1150P 410A

Add collect \$109.00

[REDACTED]
We can put her at

AF [REDACTED] 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]

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yes, please...over the weekend Karyna and [REDACTED] received confirmation of [REDACTED] tickets...Raphael w
(you will have to speak to him...i don't know where...he said it looked odd) but I am very fearful of anyone re
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]

Hours: Mon through Friday 9AM-530PM EST

Morning...we need to change 2 tickets. Please, please make **triple** sure they are NOT forwarded to anyone
addresses from our account.

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

-Change [REDACTED] to arrive Paris on Friday Sept 8 and leave for Milan on Sunday morning Sept.10. (Re

Let me know what we can do! thanks, Lesley

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