

**To:** [REDACTED]  
**From:** Natalia Molotkova  
**Sent:** Thur 9/7/2017 6:55:24 PM  
**Subject:** Flight for [REDACTED] needs to change! [REDACTED]

Title: American Express ®

And I thank you for all your emotional support, it means a lot and it helps. We are TEAM!!!

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, voided original ticket, no charge, new one on its way.

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

I'm with you and support you! ??

Sent from my iPhone

On Sep 7, 2017, at 2:32 PM, Natalia Molotkova <[REDACTED]> wrote:

Great. Issue please

Sent from my iPhone

On Sep 7, 2017, at 2:35 PM, Natalia Molotkova <[REDACTED]> wrote:

Will be:

1 SU 103 13SEP JFK SVO 0710P 1115A  
1 SU 1392 14SEP SVO PEE 0100P 0505P

2 SU 1201 22SEP PEE SVO 1255P 0105P

3 SU 122 03OCT SVO JFK 0800P 1100P

TOTAL FARE - USD 1275.56

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

I am loosing my mind, I can't read and comprehend, fixing.

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

She wants to go from Perm to Moscow on sept 22 and then depart for NY on Oct 3.

Yes I want to stay in Moscow for a little also.... so going from Perm to Moscow on 22, and Moscow New York October, 3 as you booked. Sorry for confusion ...

Sent from my iPhone

On Sep 7, 2017, at 2:14 PM, Natalia Molotkova <[REDACTED]> wrote:

Hang on.. don't do anything. She is changing mind!? I'm confused ..don't do anything yet

Sent from my iPhone

On Sep 7, 2017, at 2:14 PM, Natalia Molotkova <[REDACTED]> wrote:

Will be:

1 SU 103 13SEP JFK SVO 0710P 1115A  
1 SU 1392 14SEP SVO PEE 0100P 0505P

2 SU 1201 22SEP PEE SVO 1255P 0105P  
2 SU 102 22SEP SVO JFK 0225P 0520P  
1ADT 1015.56 1015.56

OK to change?

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Thank you

Sent from my iPhone

On Sep 7, 2017, at 2:07 PM, Natalia Molotkova <[REDACTED]> wrote:

LOL, changing.

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

This is like a nightmare! Please see below from [REDACTED]! I guess she made an error in original email (?). Can you please change the return Aeroflot flight to sept 22? Let me know the damage. Thanks.

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED] >  
**Date:** September 7, 2017 at 1:52:14 PM EDT  
**To:** Lesley Groff [REDACTED] >  
**Subject:** Re: Itinerary INCL TICKETNO for [REDACTED] 13SEP17 [REDACTED]

Hello,

Thank you so much for taking care of if. Just one thing.... the flight from Perm to Moscow suppose to be for September,22 not Oct,3.... maybe I can call Aeroflot and change it?

2.Flight

SU 1201

Sukhoi SuperJet 100

One-way

**Perm**, Bolshoe SavinoPEE

September 22, 2017 12:55 PM., to

→

**Moscow**, SheremetyevoSVO

September 22, 2017 1:05 PM., to , flight duration: 2 hrs 10 mins

Thank you

On Sep 6, 2017, at 7:06 PM, Lesley Groff [REDACTED] > wrote:

HI [REDACTED]! Here is your ticket! Double check all for accuracy! Be sure to check in on line the night before your flights and get yourself a seat you like...I cannot get your seats as they are under airport control already! Confirm back to me! thanks, Lesley

Begin forwarded message:

**From:** "American Express Travel"  
<[itinerary@myamextravel.com](mailto:itinerary@myamextravel.com)>  
**Subject:** Itinerary INCL TICKETNO for  
[REDACTED] 13SEP17 [REDACTED]  
**Date:** September 6, 2017 at 7:03:15 PM EDT  
**To:** [REDACTED]

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification

only address that cannot accept incoming messages. If you have any questions, please contact Centurion Travel Service at 1 [REDACTED].

If airline tickets are purchased for this itinerary:

Airline Baggage Fee/Rules may apply and can be accessed by visiting:

<https://myamextravel.com/baggage>

Your travel arrangements are outlined below in the email. Please refer to the PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details and add link to your bookmarked favorites for easy access in the future:

[View your Trips](#)

**American Express Travel [REDACTED]  
Record Locator**

**E-Ticket Number(s)**

LYADO/E Ticket SU 5558652348656-06SEP

Wednesday 13 Sep 17

**Other Information**

CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

**Flight Information**

Date	13 Sep 2017
Airline	Aeroflot [REDACTED]
Airline Record Locator	
Flight/Class	SU 103 Q Economy Class
Origin	New York, John F Kennedy International
Destination	Moscow, Sheremetyevo
Departing	07:10 PM
Arriving	11:15 AM / 14 Sep 2017
Departure Terminal	Terminal 1
Arrival Terminal	Terminal D - Domestic/Intl

Estimated Time	9 Hrs 5 Mins
Stops	Non-stop
Seats	Unassigned
<b>Confirmed</b>	

Thursday 14 Sep 17

#### Flight Information

Date	14 Sep 2017
Airline	<b>Aeroflot</b>
Airline Record Locator	[REDACTED]
Flight/Class	<b>SU 1392 Q Economy Class</b>
Origin	Moscow, Sheremetyevo
Destination	Perm, Bolshoye Savino
Departing	01:00 PM
Arriving	05:05 PM
Departure Terminal	Terminal D - Domestic/Intl
Estimated Time	2 Hrs 5 Mins
Stops	Non-stop
Seats	Unassigned
<b>Confirmed</b>	

Tuesday 03 Oct 17

#### Flight Information

Date	03 Oct 2017
Airline	<b>Aeroflot</b>
Airline Record Locator	[REDACTED]
Flight/Class	<b>SU 1201 N Economy Class</b>
Origin	Perm, Bolshoye Savino
Destination	Moscow, Sheremetyevo
Departing	12:55 PM
Arriving	01:05 PM
Arrival Terminal	Terminal D - Domestic/Intl
Estimated Time	2 Hrs 10 Mins
Stops	Non-stop
Seats	Unassigned
<b>Confirmed</b>	

#### Flight Information

Date	03 Oct 2017
Airline	<b>Aeroflot</b> [REDACTED]
Airline Record Locator	
Flight/Class	<b>SU 122 N Economy Class</b>
Origin	Moscow, Sheremetyevo
Destination	New York, John F Kennedy International
Departing	08:00 PM
Arriving	11:00 PM
Departure Terminal	Terminal D - Domestic/Intl
Arrival Terminal	Terminal 1
Estimated Time	10 Hrs
Stops	Non-stop
Seats	Unassigned

**Confirmed**

Entry and Exit Information for Travel

American Express strongly recommends that you periodically review [www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at [www.americanexpress.com/privacy](http://www.americanexpress.com/privacy)

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader. Refer to website below to download and install this free software.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

**Liability Statement.** American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.

**Intermediary Disclosure.** Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Iowa: TA# 669 Registered Iowa Travel Agency.

[REDACTED].pdf>

<[REDACTED]\_ItineraryCalendar.ics>

[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](http://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.

