

To: [REDACTED]
From: Natalia Molotkova
Sent: Thur 7/20/2017 6:02:54 PM
Subject: Issue Ticket for [REDACTED] (Rec. Loc#RIYAHT)

Title: American Express ®

Let me have a look...

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

We need to issue these new flights for [REDACTED] we have reserved on Rec. Loc#RIYAHT
...HOWEVER, she is holding a ticket now to return from San Diego back to NY on sunday July 23
on Delta (Rec. Loc#JMSIRW) Please advise what is best to do here...

Do we add in to current itinerary? do we just get a credit for the Delta flight she has now? Do we
change ? but then we get hit with the change fee? you let me know ! thanks, [REDACTED]

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