

To: Samantha S Lucero [REDACTED]
From: Lesley Groff
Sent: Wed 10/11/2017 8:35:34 PM
Subject: Re: [REDACTED] Locator [REDACTED]

Thank you!!

Sent from my iPhone

On Oct 11, 2017, at 4:33 PM, Samantha S Lucero <[REDACTED]> wrote:

No worries I will take care of it.

Have a great evening

Samantha S Lucero/ Associate Relationship Manager
American Express Travel & Lifestyle Services
Office hours: Tuesday - Saturday 7:00am to 3:30pm EST
☎ 877-877-0987 Ext 56587 ✉ [REDACTED]

<image001.jpg>

From: Lesley Groff [mailto:lesley.jee@gmail.com]
Sent: Wednesday, October 11, 2017 4:31 PM
To: Samantha S Lucero [REDACTED]
Subject: Re: [REDACTED] Locator [REDACTED]

Ok on all. Thank you!

On another note, Jeffrey wants [REDACTED] Burma's return to be Nov 26 not Nov 25th. He changed his mind.! Can you void and reissue the return parts? Sorry!

Sent from my iPhone

On Oct 11, 2017, at 4:27 PM, Samantha S Lucero [REDACTED] wrote:

Leslie,

I was able to cancel the Car service in Geneva at no cost. The rail ticket I also was able to cancel for a penalty of 20EUR + 7% of the total for admin

fees, the refund will be posted on the Amex card within 5 business days.

The Airline ticket is nonrefundable the fare rules state that if not used there is no credit or refund offered.

Samantha

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American Express Travel & Lifestyle Services
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☎ 877-877-0987 Ext 56587 ✉ [REDACTED]

<image001.jpg>

American Express made the following annotations

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