

To: Centurion Support[centurionsupport@centurion.com]
From: Lesley Groff
Sent: Sun 11/12/2017 7:50:48 PM
Subject: New ticket needed!

Hi MARIA. I need another ticket. Would you look into a ticket for [REDACTED] she needs to go from Paris to Moscow tomorrow as late as possible one way coach. Her birthday is [REDACTED], [REDACTED]. She is Russian.

Sent from my iPhone

On Nov 12, 2017, at 11:28 AM, Centurion Support <centurionsupport@centurion.com> wrote:

Okay. I called Empire CLS our second preferred vendor and they are charging per hour . They will charge from the minute they leave the garage to return to garage . The vehicle is about an hour from hotel . Their hourly rate is \$ 195.85 , adding the hours and distance , this company will be more expensive.
I am here until 3 PM CT . Do not hesitate to contact me if you need further assistance. I am happy to assist you !
Have a wonderful day.
Maria Hodges
From Centurion Support on behalf of your Relationship Manager

No. Let's just keep as is. It's ok

Sent from my iPhone

On Nov 12, 2017, at 10:50 AM, Centurion Support <centurionsupport@centurion.com> wrote:

I am on the phone at the moment. May I have your phone number to call you back ?

From Centurion Support on behalf of your Relationship Manager

This is the least expensive - it is for a regular sedan. I wonder if she can check with the hotel concierge services and have them book it for her. Would you like me to cancel the service ?

From Centurion Support on behalf of your Relationship Manager

can you please get her the least expensive sedan they have? (or did you do this already?)
...\$666.40 just seems really high!

On Nov 12, 2017, at 9:44 AM, Centurion Support
<centurionsupport@centurion.com> wrote:

It is approximately 2 hour 40 min ride

From Centurion Support on behalf of your Relationship Manager

...the address is correct...it is part of the property of the school she is attending...just wanted to let you know it is good address!

On Nov 12, 2017, at 9:39 AM, Centurion Support
<centurionsupport@centurion.com> wrote:

wow..that seems really expensive?! is this address super far away from the airport? why so \$\$\$\$?

On Nov 12, 2017, at 9:39 AM, Centurion Support
<centurionsupport@centurion.com> wrote:

The private sedan is confirmed. I used Carey limo , the cost for the one-way is \$ 666.50 plus an 8% vat . Parking , tolls and phone usage are not included.
This service has a 4 hour prior to pick up time cancel policy.

I will send an update itinerary with all details.

Maria H

From Centurion Support on behalf of your Relationship Manager

Please make pick up for 5:15 am. Cell is
[REDACTED]

Let me ask if Address is a hotel! I don't know

Sent from my iPhone

On Nov 12, 2017, at 9:19 AM, Centurion Support <centurionsupport@centurion.com> wrote:

Private sedan.

This will be tomorrow from Hotel Des Alpes in Glion ? to Geneva airport , correct ?

I will need her cell # , please .

From Centurion Support on behalf of your Relationship Manager

Address:

Route du Bugnon, 1823 Montreux
Hotel des Alpes, Glion

To Geneva airport

I have asked her for her cell number

Sent from my iPhone

On Nov 12, 2017, at 9:09 AM, Centurion Support <centurionsupport@centurion.com> wrote:

Ok super. And can you book her a car pick up in Geneva? I sent pick up Address earlier. I can send again. She should be at Airport early!

Sent from my iPhone

On Nov 12, 2017, at 9:09 AM, Centurion Support <centurionsupport@centurion.com> wrote:

Prefect . I voided the original ticket and I am going to issue a new one . The flight from Geneva is now operated by United , so she has to check in with United Airlines in Geneva.

Have a wonderful rest of your Sunday !

Maria

From Centurion Support on behalf of your Relationship Manager

Yes. Not a problem. Please issue! Thx

Sent from my iPhone

On Nov 12, 2017, at 9:02 AM, Centurion Support <centurionsupport@centurion.com> wrote:

same price , if we keep the return as is , from JFK . Can I go ahead and issue the ticket ?

From Centurion Support on behalf of your Relationship Manager

Yes. This is better. What is the price please?

Sent from my iPhone

On Nov 12, 2017, at 8:59 AM, Centurion Support <centurionsupport@centurion.com> wrote:

She will need to fly into Newark , NJ . The flight leaves Geneva at 9:15 am arriving Newark at 12:35 pm . Is this a good flight ?

From Centurion Support on behalf of your Relationship Manager

I'm sorry we need the flight departing tomorrow at 9:15am to be safe. She must land in time to take a private Flight with jeffrey from Teterboro. So this one is too dangerous if there is a delay. Sorry!

Sent from my iPhone

On Nov 12, 2017, at 8:51 AM, Centurion Support <centurionsupport@centurion.com> wrote:

Yes, the itinerary email is coming . The ticket just got issued.

I look forward to hearing from you soon.

Maria Hodges

From Centurion Support on behalf of your Relationship Manager

Address for pick up in Geneva:
Route du Bugnon, 1823 Montreux
Hotel des Alpes, Glion

Sent from my iPhone

On Nov 12, 2017, at 8:41 AM, Centurion Support <centurionsupport@centurion.com> wrote:

Is your flight the Swiss Air departing at 9:15am? Arriving Newark 12:35? She is requesting this one. Is it more expensive than the one you chose? (I still have not received the flight details)

Sent from my iPhone

On Nov 12, 2017, at 8:41 AM, Centurion Support <centurionsupport@centurion.com> wrote:

Thank you so much for this. I need to still receive the flight info. I assume it will come next. She will need a transfer in Geneva. I am waiting for her to get back to me with her address. I will take care of her transfer upon landing in NY (we have drivers ;). She will not need a hotel. But thank. Be back to you shortly.

Sent from my iPhone

On Nov 12, 2017, at 8:41 AM, Centurion Support <centurionsupport@centurion.com> wrote:

Good morning Lesley,

Thank you for giving me the opportunity to assist you this morning. I just sent you an email itinerary with the flight details . The cost for the round trip fare in coach class is \$ 2020.56 This is the lowest available , for a non-stop flight . This is a restricted fare , refundable if you cancel before departure for the entire unused tickets. There is a 210.00 CHF change fee plus any difference of airfare if any at the time of change .

Will she be needing hotel accommodations or a private transfer upon arrival at JFK ?

Kindly advise, if you need further assistance.

Warmest Regards,
Maria Hodges

From Centurion Support on behalf of your Relationship Manager- Natalia X Molotkva

[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.

