

To: [REDACTED]
From: Natalia Molotkova
Sent: Fri 11/17/2017 2:11:44 PM
Subject: Change [REDACTED] ticket back to Paris [REDACTED]

Title: American Express ®

If she is not taking outbound (to Paris), return will be cancelled, let me see what can be done, to make total lower, then add collect.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Morning!!! (yes, I am emailing you at night, but know you will read this in the morning!) No way we need to spend the add collect on this ticket. Should we just forfeit the ticket we are holding and purchase a new ticket back to Paris one way for [REDACTED]..? Call it a day..? (hope you had a nice night ;)

On Nov 16, 2017, at 5:35 PM, Natalia Molotkova
[REDACTED] wrote:

We can discuss tomorrow! Sorry for my delayed reply. I know you left. I had to drive [REDACTED]
[REDACTED] Geez. Too much! Talk to you tomorrow

Sent from my iPhone

On Nov 16, 2017, at 5:35 PM, Natalia Molotkova <[REDACTED]> wrote:

Lesley, I am leaving now, please call support team if you wish to change outbound. See below add collect.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

On November 27th there is no exact same flight:
DL/AF 1017 JFK CDG 1055P 1200N¥1 - add collect 2354.80

DL/AF 1015 JFK CDG 650P 810A¥1

DL 404 JFK CDG 600P 725A¥1
add collect 2354.80 on top what you already paid.

The huge add collect is due to we don't have 14 days as advance purchase, like we had before.
According to fare rules, we have to re-price whole thing at today's fare.

Let me know, if you can make decision shortly. I would like to leave for the day, but if change
needs to be done for sure, I will stay and finish.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Changing.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

We need to change [REDACTED] ticket back to Paris...it is currently for Nov. 24...we need her to
go back Nov. 27 now..can be same flights...

[REDACTED]

sorry for so much today!..

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