

To: [REDACTED]
From: Natalia Molotkova
Sent: Thur 12/7/2017 6:43:13 PM
Subject: Itinerary INCL TICKETNO for [REDACTED] 06OCT17 [REDACTED]

Title: American Express ®

Yes.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok, that is what I thought and we have changed once already...yes?

On Dec 7, 2017, at 1:31 PM, Natalia Molotkova <[REDACTED]>
wrote:

No, no credit, change has to be done at the same time when flight cancelled.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok, that is helpful...so this may wind up costing more money by trying to keep using it! WE can't get a credit for unused portion I am thinking?

On Dec 7, 2017, at 12:39 PM, Natalia Molotkova

[REDACTED]:

It is hard to say, how much value exactly, due to it is based on round trip fare. Originally round trip

was \$890.56, half taken (fare was even fro each leg), so it is approximately \$445.56, there is a \$175.00 change fee (plus possible difference in fare).

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok...

how much did we originally pay for this ticket? do you know? How much value does it have?

On Dec 7, 2017, at 12:03 PM, Natalia Molotkova
<[REDACTED]> wrote:

Lesley, this airline has flights till January 8th, and start again flights on April 13th. Nothing in between.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Can we change this ticket for her to fly from Paris back to NY around Feb. 26,27,28? one of those dates cheaper than the other to fly?

On Dec 6, 2017, at 4:53 PM, Natalia Molotkova <[REDACTED]>
wrote:

OK, I will be late tomorrow, doctor's appointment, like 11am?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

I'll get back to you tomorrow on this

Sent from my iPhone

On Dec 6, 2017, at 4:53 PM, Natalia Molotkova <[REDACTED]> wrote:

Yes, it is non refundable, we can change travel date. Change fee is 175.00USD.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha...can you tell me the deal with this ticket? I think it is a use it or lose it? Or we can't get a credit ...? or something about this airline... [REDACTED] will not be taking this flight obviously...I need to figure out what to do here...

Begin forwarded message:

From: "American Express Travel" <[REDACTED]>
Subject: Itinerary INCL TICKETNO for [REDACTED] 06OCT17 [REDACTED]
Date: October 27, 2017 at 8:04:14 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)

[REDACTED] ##### [REDACTED]
[REDACTED]*

Thursday 21 Dec 17

Other Information

CITIZENS OF FRANCE MUST CARRY A VALID PASSPORT

Flight Information

Date	21 Dec 2017
Airline	XL Airways France [REDACTED]
Airline Record Locator	
Flight/Class	SE 40 O Economy Class
Origin	Paris, Charles De Gaulle
Destination	New York, John F Kennedy International
Departing	05:00 PM
Arriving	07:25 PM
Departure Terminal	Terminal 2 A
Arrival Terminal	Terminal 4
Estimated Time	8 Hrs 25 Mins
Stops	Non-stop
Seats	Unassigned

Confirmed

[Entry and Exit Information for Travel](#)

American Express strongly recommends that you periodically review 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

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.

[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.



AMERICAN
EXPRESS