

**To:** [REDACTED]  
**From:** Allison McKnight  
**Sent:** Wed 4/4/2018 7:14:34 PM  
**Subject:**=?UTF-8?Q?Attn:\_Paige!\_\_(who\_is\_[REDACTED]\_fill\_in\_while\_on\_holiday)=C2?==?UTF-8?Q?=A0?=

Title: American Express ®

Hello [REDACTED]

I have both tickets showing issued. The ticket for [REDACTED] increased by 28.00 by the time I held the refundable from time I quoted the flight. If this is problem I can see what can be done for a credit, but I did not want to take a chance in losing this fare so issued immediately.  
My colleague is holding now for Rail Europe and we will have you an answer shortly !

Paige McKnight

Centurion Relationship Manager  
[REDACTED]

Hours: Monday through Friday 9:30am to 6:00pm EST

Please issue refundable ticket at \$351.40

Thank hope we can get an answer soon with rail Europe. I really thought Matasha did it all on line?  
I hope they answer soon.

Thank you for info on natashas back up

Appreciate your help.

Sent from my iPhone

On Apr 4, 2018, at 1:36 PM, [REDACTED]

wrote:

Hi [REDACTED]

I have the flight on hold for [REDACTED] and would be happy to issue. Do you wish to purchase refundable or nonrefundable that was quoted ?

I am sorry but had to hang up with Rail Europe after 2 hours on hold. My manager is going to have one of our support staff call them back shortly. We should have an answer to you by 5pm EST.

Also, regarding Natasha's fill in, Kathy, the Associate RM, is technically her supporting her while she is out, but is off Wed/Thurs and works Sat/Sun. I am Natasha's Buddy RM on the team and second in line to take her calls, then they would go to our usual back up team. For emails, if you have an urgent request you should email [REDACTED] when she is away.

Paige McKnight

Centurion Relationship Manager

[REDACTED]

Hours: Monday through Friday 9:30am to 6:00pm EST

Wow...long hold time...

Please purchase the flight on AF operated by JOON departing Paris at 9:10pm on April 7th for [REDACTED]  
[REDACTED] Thanks! Hope Rail Europe answers soon. Please email only me the itineraries (to this address) thanks!

On Apr 4, 2018, at 12:14 PM, Allison Mcknight <[REDACTED]>  
wrote:

Hello Lesley,

I am still on hold with Rail Europe, 1:40 minutes, so sorry for the delay ! While on hold I have looked at flights. These are the two latest nonstop flights:

Your response is required to complete this reservation. Prices and availability are subject to change.

Vueling Airline245 07APR J Paris CDG to Barcelona BCN 705P 850P

• Total air reservation, including taxes and fees: \$179.80 nonrefundable/restricted with EUR 50.00 change fee and \$268.80 Refundable, changes subject to difference in fare.

AF operated by JOON 1448 07APR J Paris CDG to Barcelona BCN 910P 1055P

• Total air reservation, including taxes and fees: \$251.40 nonrefundable/restricted with difference in fare at time of exchange. \$351.40 Refundable, changes subject to difference in fare.

Please reply to this email and provide your authorization to proceed.

Paige Mcknight

Centurion Relationship Manager

[REDACTED]

Hours: Monday through Friday 9:30am to 6:00pm EST

Great! Thanks for the update.

Sent from my iPhone

On Apr 4, 2018, at 10:58 AM, Allison Mcknight <[REDACTED]>

wrote:

[REDACTED]  
The hold time with Rail Europe is 40 minutes so I am currently on hold to change the ticket for 05APR as requested, so I will also see if we can get credit for return. Regarding the new flight booking I will have a proposal for you shortly as well as word on Rail Europe as soon as I get through.

Paige Mcknight

Centurion Relationship Manager  
[REDACTED]

Hours: Monday through Friday 9:30am to 6:00pm EST

Hi Paige...I have one more flight for you to book please...we need a flight for [REDACTED] to depart Paris LATE on Sat. April 7th to Barcelona, one way, coach...she is currently holding a train ticket back to London on Sat. April 7th departing Paris Nord at 4:07pm...see if we can get a credit for this ticket as she will no longer use this. Below are her details:  
[REDACTED]

Thank you,  
[REDACTED]

Assistant to Jeffrey Epstein

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