

To: [REDACTED]
From: Natalia Molotkova
Sent: Fri 5/4/2018 3:32:17 PM
Subject: AF# 99 cancelled? (Rec. Loc#OWSYSE)

Title: American Express ®

Perfect.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

let me see if Jeffrey has an opinion...i'll come back to you

On May 4, 2018, at 11:29 AM, Natalia Molotkova
[REDACTED] wrote:

I will check her out, what date to change flight to?
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

She flew Norwegian flights but had accidentally checked into the af flight. What can we do?

Sent from my iPhone

On May 4, 2018, at 11:04 AM, Natalia Molotkova <[REDACTED]> wrote:

Thank you, let me know.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

yes...

On May 4, 2018, at 11:03 AM, Natalia Molotkova

<[REDACTED]> wrote:

Yes, flight from last night said used. Can you double check with her?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok on cancel and rebook...BUT, she is checked in to the flight?...hmmm...did she take her flight last night on Norwegian?can you tell?

On May 4, 2018, at 10:14 AM, Natalia Molotkova

<[REDACTED]> wrote:

No, we can only change return flight to something else, has to be done at the same time - canceling and re-booking. By the way, she is checked in to the flight.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Ok. So can we get credit for unused portion? Thank you for checking!

Sent from my iPhone

On May 4, 2018, at 9:58 AM, Natalia Molotkova <[REDACTED]> wrote:

Flight is not cancelled, expected on time.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

thanks

On May 3, 2018, at 9:54 AM, Natalia Molotkova <[REDACTED]> wrote:

I don't think, it is Air France, let me double check.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

If her flight remains all fine, can we get a credit for the unused portion?

On May 3, 2018, at 9:46 AM, Natalia Molotkova <[REDACTED]> wrote:

My pleasure!!
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

thank you!

On May 3, 2018, at 9:46 AM, Natalia Molotkova <[REDACTED]> wrote:

I will be checking till departure, yes.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

ok thanks...so we check again tomorrow just to be sure...?

On May 3, 2018, at 9:13 AM, Natalia Molotkova <[REDACTED]> wrote:

From Air France:

For Friday 04 May we expect to operate 75% of our flight schedule:

- 80% of long-haul flights
- 65% of medium-haul flights to and from Paris Charles de Gaulle
- 80% of short-haul flights to and from Paris-Orly and French provinces

The update of our flight schedule for this day is currently on going, and will be made public today.

Her flight is not cancelled:

AF 099 Originally scheduled departure time 7:40 PM - May 4,2018 Miami (MIA) - United States of America Originally scheduled arrival time 10:40 AM - May 5,2018 Paris (CDG) - FRANCE

- Flight expected on time.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Checking...
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Let me know if they cancel flight AF#99...thanks!
(Rec. Loc#OWSYSE)

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