

To: [REDACTED]
From: Natalia Molotkova
Sent: Fri 5/4/2018 7:44:50 PM
Subject: AF# 99 cancelled? (Rec. Loc#OWSYSE)

Title: American Express ®

[REDACTED], making sure you saw my email below.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

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

Add collect now showing 252.00, still OK?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

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

Ok. So do aug 10. ?

Sent from my iPhone

On May 4, 2018, at 1:45 PM, Natalia Molotkova <[REDACTED]> wrote:

August pretty much any day - add collect 221.00. What date to book?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

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

Would Aug be better? Not trying to drive you crazy it's just Jeffrey didn't go be me an exact date to change to. He just said to change it. Which means to me we will need to change again when we do have an exact date. So perhaps Aug is better anyway so we have more time to figure out. I don't want to change 5 times and keep spending his money! Let me know. August any date that is not expensive. We understand we have to pay the change fee regardless

Sent from my iPhone

On May 4, 2018, at 1:30 PM, Natalia Molotkova [REDACTED] wrote:

It is simply can't be even exchange, due to fare has change fee, but for July also difference in fare. Due to seasonality. Ok to change to July 5?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Ok. If it is the best we can do cause nothing for even exchange issue it.

Sent from my iPhone

On May 4, 2018, at 1:01 PM, Natalia Molotkova [REDACTED] wrote:

I can do exact same flight on July 5 at \$395.00 add collect (180.00 change fee and 215.00 difference in fare). That is lowest add collect.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Sure, let me have a look.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Can we please change to sometime in July that will be an even exchange? Week of July 4 sometime?

Sent from my iPhone

On May 4, 2018, at 11:32 AM, Natalia Molotkova [REDACTED] wrote:

Perfect.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

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

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

[REDACTED]
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

[REDACTED]
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

[REDACTED]

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 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 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 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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