

To: [REDACTED]
From: Allison Mcknight
Sent: Fri 4/6/2018 10:20:20 PM
Subject: =?UTF-8?Q?Attn:_Paige!__(who_is_Natasha's_fill_in_while_on_holiday)=C2?=?UTF-8?Q?=A0?=
Title: American Express ®

My pleasure- Thank you for hanging in there with me ! Good luck at Lacross and have a fantastic (and warm) time in Florida !

Paige Mcknight

Centurion Relationship Manager

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

Have a super time in Nashville! I received the new ticket...you have been very helpful!!! :)

On Apr 6, 2018, at 5:20 PM, Allison Mcknight [REDACTED] wrote:

Hi [REDACTED]

I was able to get it changed to the 320PM ! The confirmation is on it's way....same locator with us TTSCJH and with Air France RJZYIT.

Paige Mcknight

Centurion Relationship Manager

[REDACTED]
(617) 617-6661
Hours: Monday through Friday 9:30am to 6:00pm EST

Hi Paige and thank you for following up with me. I totally realize this was not your fault yesterday and very much appreciate your help. Unbelievable the wait time with Rail Europe! Sounds like the have lots of issues! Not only with the poor website but with a strike!
I am still waiting to hear from our traveler to see what happened. As soon as I get the details I will let you know. Thanks so much [REDACTED]

Sent from my iPhone

On Apr 5, 2018, at 11:27 AM, Allison Mcknight [REDACTED] wrote:

Good Morning [REDACTED]

I wish to follow up with you today regarding the Rail Europe ticket. Can you please advise how much was paid for the new ticket and if all went okay for the passenger at the train station? Lisa finally got through to Rail Europe at about 7 pm EST last night. It was a 4 hour hold, and they said this was due to rail strikes!

They would not refund the original ticket for us, but advised us to file a complaint online which we will do.

I will credit the difference due to your inconvenience and poor service for Rail Europe since we assisted with the ticket.

Have a great day!

Paige Mcknight

Centurion Relationship Manager

[REDACTED]

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

YES, please CHANGE the ticket for the 50EUR! The train departing at 7:55am arriving Paris 11:17am is perfect. (My boss is asking me for this ticket! I am hoping you can get to me quickly)

Can you send me the train #?

-Re the return train ticket she will not use..I assume we need to make the exchange prior to the date of travel? I am not sure when she will need another ticket...I assume it also needs to be from Paris to London?

On Apr 4, 2018, at 5:12 PM, Allison Mcknight [REDACTED] wrote:

Hello [REDACTED]

Thank you for your patience in the Rail Europe ticket. My colleague is still on hold with Rail Europe.

I can tell you there is a train at 755am arriving in Paris at 1117am. So, if it is just 50EUR, shall I make this change? It appears the return is non-refundable, however, if she plans to make a change/exchange, it may be possible to exchange it the return ticket as well. Please advise.

Paige Mcknight

Centurion Relationship Manager

[REDACTED]

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

Hi Paige...totally fine with the \$28 increase in price. I'm glad we have the ticket for [REDACTED]
...and I hope your colleague gets through soon with Rail Europe...thanks!

On Apr 4, 2018, at 3:14 PM, Allison Mcknight <[REDACTED]>
wrote:

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, Allison Mcknight <[REDACTED]> wrote:

H [REDACTED]
I have the flight on hold for Viktoryia, 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 is 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 centurionsupport@centurion.com when she is away.

Paige Mcknight

Centurion Relationship Manager



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] 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 [REDACTED]

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 Airline 245 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:

Hello [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]
Republic of Belarus

P: [REDACTED]

Birthday: [REDACTED]

P Expires: July 7, 2024

Thank you,

[REDACTED]
Assistant to Jeffrey Epstein

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