

**To:** Amex Centurian Travel [REDACTED]  
**From:** Lesley Groff  
**Sent:** Tue 4/24/2018 7:38:19 PM  
**Subject:** Re: Itinerary for [REDACTED] 28APR18 [REDACTED]

ok, then that is what she is asking..if we can pay more and upgrade her ticket to the Flex so she can then upgrade even more with miles...I will have to ask Jeffrey. We paid \$1076.81...so it would be a difference of \$391.20, yes?

On Apr 24, 2018, at 3:31 PM, Natalia Molotkova  
<[REDACTED]> wrote:

I am still on hold, but here is what my system said: \$1468.01 - /ECONOMY FLEX-EL-SU-X/NOBRAND/ECC  
Fare we have now, is not FLEX>  
Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

I am calling Aeroflot, long hold time. I hate Aeroflot, it is WORSE airline, I am serious, people are so rude.  
Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

let me ask [REDACTED]...maybe she knows ....she asked: "The only question about Aeroflot flights may it be econo with miles" But I don't know if we purchase an "economy flex" ticket...

On Apr 24, 2018, at 3:19 PM, Natalia Molotkova <[REDACTED]> wrote:

I know nothing about Aeroflot, I can try calling them, if they will talk to me about miles.  
Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Aeroflot..

On Apr 24, 2018, at 2:58 PM, Natalia Molotkova <[REDACTED]> wrote:

Upgrade with miles on what airline?

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager  
[REDACTED]  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha... [REDACTED] will keep the flight as is...she is asking if she will be able to upgrade her ticket with miles type of ticket to do this? Can she just go on line herself and take care of upgrading herself? I would think so. ticket we purchase must be of some level (the economy flex level?)

The only question about Aeroflot flights may it be economy flex? I will be able upgrade it with miles

Begin forwarded message:

**From:** "American Express Travel" <itinerary@myamextravel.com>

**Subject:** Itinerary for [REDACTED] 28APR18 [REDACTED]

**Date:** April 24, 2018 at 9:45:11 AM 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 1-877-877-8777

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 added to your secure website. Please click on the link to view your trip details and add link to your board of favorites for easy access in the future:

[View your Trips](#)

**American Express Travel** [REDACTED]  
**Record Locator**

Saturday 28 Apr 18

## Other Information

[REDACTED]

## Other Information

A VISA IS REQUIRED FOR ENTRY INTO USA

## Flight Information

Date	28 Apr 2018
Airline	<b>Aeroflot</b>
Airline Record Locator	[REDACTED]
Flight/Class	<b>SU 110 Q</b> Economy Class
Origin	Moscow, Sheremetyevo
Destination	Miami, Miami International
Departing	11:05 AM
Arriving	04:15 PM
Departure Terminal	Terminal D - Domestic/Intl
Estimated Time	12 Hrs 10 Mins
Stops	Non-stop
<b>Confirmed</b>	

Tuesday 01 May 18

## Flight Information

Date	01 May 2018
Airline	<b>American Airlines</b>
Airline Record Locator	[REDACTED]
Flight/Class	<b>AA 2669 N</b> Economy Class
Origin	Miami, Miami International
Destination	San Francisco, San Francisco International
Departing	06:11 PM
Arriving	09:45 PM
Arrival Terminal	Terminal 2
Estimated Time	6 Hrs 34 Mins
Stops	Non-stop
<b>Confirmed</b>	

Wednesday 02 May 18

## Flight Information

Date	02 May 2018
Airline	<b>Jetblue Airways</b>
Airline Record Locator	[REDACTED]
Flight/Class	<b>B6 916 R</b> Economy Class
Origin	San Francisco, San Francisco International
Destination	New York, John F Kennedy International
Departing	09:02 PM
Arriving	05:41 AM / 03 May 2018
Departure Terminal	Terminal International
Arrival Terminal	Terminal 5
Estimated Time	5 Hrs 39 Mins
Stops	Non-stop
Seats	21B
<b>Confirmed</b>	

**Thursday 03 May 18**

### Flight Information

Date	03 May 2018
Airline	<b>Aeroflot</b>
Airline Record Locator	[REDACTED]
Flight/Class	<b>SU 101 N</b> Economy Class
Origin	New York, John F Kennedy International
Destination	Moscow, Sheremetyevo
Departing	02:25 PM
Arriving	06:25 AM / 04 May 2018
Departure Terminal	Terminal 1
Arrival Terminal	Terminal D - Domestic/Intl
Estimated Time	9 Hrs
Stops	Non-stop
<b>Confirmed</b>	

### Entry and Exit Information for Travel

American Express strongly recommends that you periodically review [www.Visacentral.com/amex](http://www.Visacentral.com/amex) for the most current 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 herein.

You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. If you wish to opt out of our e-mail practices, please review the American Express Privacy Statement at [www.americanexpress.com/privacy](http://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 for download of the 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 your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the existence and amount of such charges.

**Liability Statement.** American Express Travel Related Services Company, Inc. and its parent, subsidiaries, and affiliates (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be responsible for expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of government, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or any other cause beyond the control of Amex.

**Intermediary Disclosure.** Amex assists you in finding travel suppliers and making arrangements that meet your needs based on various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as a travel agent and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives to meet targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers provide compensation to us for various marketing and administrative services that we perform for them, such as generating leads through various channels, participating in marketing programs and supporting technology initiatives. In addition, we receive commissions from customers who use the American Express Card or other American Express products to pay for supplier products or services. We may enter into other business relationships with suppliers and these arrangements, including levels and amounts of commissions and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider factors including supplier availability and your preferences. The relationships we have with suppliers may also influence the itineraries we recommend.

California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: TA# 669 Registered Iowa Travel Agency.

--  
Best regards,  
[REDACTED]

---  
[REDACTED]

[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](http://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 use profile and preference data for servicing purposes.