

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Tue 4/24/2018 7:38:49 PM
Subject: Re: Itinerary for [REDACTED] 28APR18 [REDACTED]

yes, i recall you saying they are TERRIBLE! I wish we had other options...

On Apr 24, 2018, at 3:29 PM, Natalia Molotkova
<[REDACTED]> wrote:

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 knowsshe 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]

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]

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 messages. If you have any questions, please contact Centurion Travel Service at 1-877

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 regarding your travel arrangements. Your Centurion Travel Service travel plans have been created on a secure website. Please click on the link to view your trip details and add link to your bookmarks 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	Aeroflot [REDACTED]
Airline Record Locator	
Flight/Class	SU 110 Q 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
Confirmed	

Tuesday 01 May 18

Flight Information

Date	01 May 2018
Airline	American Airlines [REDACTED]
Airline Record Locator	
Flight/Class	AA 2669 N 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
Confirmed	

Wednesday 02 May 18

Flight Information

Date	02 May 2018
Airline	Jetblue Airways [REDACTED]
Airline Record Locator	
Flight/Class	B6 916 R 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
Confirmed	

Thursday 03 May 18

Flight Information

Date	03 May 2018
Airline	Aeroflot [REDACTED]
Airline Record Locator	
Flight/Class	SU 101 N 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
Confirmed	

Entry and Exit Information for Travel

American Express strongly recommends that you periodically review 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 therein.

You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. If you have any questions about our e-mail practices, please review the American Express Privacy Statement at 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 information.

<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 service fees, are your responsibility and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel operator about 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 liable for any damages or losses resulting from your travel arrangements.

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, changes in itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of government, acts of terrorism, 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. We do not act as your travel agent, but as an intermediary. We are not your travel agent and not as a party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives to us for various marketing and administrative services that we perform for them, such as granting us access to their customers through our travel website, participating in travel channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from the American Express Card or other American Express products to pay for supplier products and services. We may enter into other business relationships with suppliers and these arrangements, including levels and terms of compensation we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider the needs of our other customers and the needs of the suppliers. 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](#).

© 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 note profile and preference data for servicing purposes.