

To: [REDACTED]
Cc: [REDACTED]
From: Natalia Molotkova
Sent: Fri 6/1/2018 8:45:36 PM
Subject: Cancel Tikcet for [REDACTED] ([REDACTED])

Title: American Express ®

Done, refund might take up to two billing cycles.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

yes, Please cancel thanks

On Jun 1, 2018, at 4:33 PM, Natalia Molotkova <[REDACTED]>
wrote:

Yes, refundable, can't tell you how much refund will be:
IN CASE OF CANCELLATION AFTER DEPARTURE REFUND
THE DIFFERENCE BETWEEN THE FARE PAID AND THE
APPLICABLE FARE FLOWN.
Ok to cancel?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

No, Aeroflot doesn't allow to re-book later, use as a credit. But I think we issued her ticket as
refundable, let me have a look.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

will not take her flight from Rustov to NY...we need to cancel for credit? not sure...

5:20pm [REDACTED] to arrive JFK via Aeroflot#102 (Rec. [REDACTED])

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