

To: [REDACTED]
Cc: [REDACTED]
From: Natalia Molotkova [REDACTED]
Sent: Tue 6/5/2018 1:33:07 PM
Subject: Cancel Tikcet for [REDACTED] (VCYYGP)

Title: American Express ®

Lesley, just heard from my refund desk (was afraid of that):
USED VALUE IS HIGHER THAN TOTAL TKT VALUE
NO REFUND DUE ON THIS TKT..
So, if she might fly back to Rostov, we can exchange ticket, but no refund.
Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok, thanks

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

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

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 █████ to arrive JFK via Aeroflot#102 (Rec. Loc# █████

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