

To: Amex Centurian Travell [REDACTED]
Cc: Bella Klein [REDACTED]
From: Lesley Groff
Sent: Tue 6/5/2018 1:52:05 PM
Subject: Re: Cancel Tikcet for [REDACTED]

Ok..too bad. I do not believe she will go back to Rustov...but I don't know. We will just have to let it be.

On Jun 5, 2018, at 9:33 AM, Natalia Molotkova

<[REDACTED]> wrote:

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]

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]

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]

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 know.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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

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

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