

To: Amex Centurian Travel [REDACTED]
From: [REDACTED]
Sent: Thur 8/9/2018 2:37:55 PM
Subject: Re: Could you call Aeroflot and request a refund/cred it?

ok...not to worry...thank you for the details..

On Aug 9, 2018, at 10:37 AM, Natalia Molotkova
<[REDACTED]> wrote:

[REDACTED] ticket was non-refundable. No one can refund it.

TICKET IS NON-REFUNDABLE IN CASE OF CANCEL/
NO-SHOW/REFUND.

And CHANGES NOT PERMITTED IN CASE OF NO-SHOW.

I am so sorry, nothing I can do. Refund can be processed only by the issuing agency, which is AMEX, and w
AMEX will be penalized.

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

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha...I know Aeroflot is difficult to deal with...but Jeffrey is asking if you could call and request a refund
not used yesterday (Rec. Loc#PUTBDE) for Toma Penkauskaitė. She was a no show...I know the fare r
automatically cancelled...but we do purchase lots of flights with them? !? (but they may not care!)
Anyway, could you try? never know....they may say ok for a credit...

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