

**To:** Jefffrey Epstein[jeevacation@gmail.com]  
**From:** [REDACTED]  
**Sent:** Thur 8/9/2018 2:40:35 PM  
**Subject:** No credit or refund possible for Toma's ticket

I asked Natalia, our rep at Amex, if she could try to get us a refund or credit with Aeroflot for Toma's ticket...her response is below:

[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 we have to follow rules, otherwise AMEX will be penalized.