

To: Jeffrey 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.