

To: Amex Centurian Travel [REDACTED]
Cc: Bella Klein [REDACTED]
From: Lesley Groff
Sent: Tue 9/11/2018 7:59:58 PM
Subject: Re: Cancel [REDACTED] ticket (QJOCGR)

ok thanks!

On Sep 11, 2018, at 3:57 PM, Natalia Molotkova

<[REDACTED]> wrote:

Refund might take up to two billing cycles.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

thank god...yes, cancel the whole ticket. she can't go. cancel and request refund

Cancel whole itinerary?

Everything is refundable, ok to cancel and request refund?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

I am now being told to cancel [REDACTED] ticket (QJOCGR)

please advise what we need to do...so many fare rules and tickets I don't remember...maybe she will give us some info on what we have done with a few others.

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