

**To:** Amex Centurian Trave [REDACTED]  
**Cc:** Bella Kleir [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 go  
we have done with a few others.*

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