

To: [REDACTED]
From: Lesley Groff
Sent: Thur 9/13/2018 2:13:54 PM
Subject: Re: Flight back

for sure

On Sep 13, 2018, at 9:26 AM, [REDACTED] <[REDACTED]> wrote:

Yes , would be nice especilaly afyer what happened

On Wednesday, September 12, 2018, 7:47:32 PM EDT, Lesley Groff <[REDACTED]> wrote:

Super. Let me k ow how you do!! I hope they give a bit of a refund!

Sent from my iPhone

On Sep 12, 2018, at 7:15 PM, [REDACTED] <[REDACTED]> wrote:

emailed them the feedback :)

On Tuesday, September 11, 2018, 5:38:33 PM EDT, Lesley Groff <[REDACTED]> wrote:

Thank you! ...and yes, i'll bet!

On Sep 11, 2018, at 5:32 PM, [REDACTED] <[REDACTED]> wrote:

Sure . Will do it :)
Sorry still jetlag

On Tuesday, September 11, 2018, 10:19:47 AM EDT, Lesley Groff <[REDACTED]> wrote:

Hi [REDACTED]...can you please use the below link to fill out the pertinent information to try and get Jeffrey a credit! ;) You know all the details and will be able to fill out the form better than I can...thanks, Lesley

Begin forwarded message:

From: "Natalia Molotkova"
[REDACTED]
Subject: Flight back
Date: September 11, 2018 at 10:10:19 AM EDT
To: [REDACTED]
Reply-To: "Natalia Molotkova"
[REDACTED]

Please fill claim here ([REDACTED] can fill it, due to she knows all details)

<https://www.finnair.com/us/gb/information-services/feedback>

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha... [REDACTED] says we should be able to get some money back for the flight issues f
to bat for us for or do I need to call Finnair? Lesley

Hello Lesley , just want to tell you big thank you for your help yesterday !
And when we got the plane again , there was issues , nothing was working - a
explained that there wasnt enough time to fix everything , they wanted to
know They said we can contact the finnair and get some refund back be

Thank you ! :)

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