

To: [REDACTED]
From: Natalia Molotkova
Sent: Tue 9/11/2018 8:46:03 PM
Subject: Change [REDACTED]'s ticket back to 12:35pm departure

Title: American Express ®

She is all set with her original flight.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, I emailed Aeroflot sales support to revalidate ticket. They might ask me to reissue ticket with original flight with change fee, waiting for their respond.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

YES...ok to proceed and put her back on original flight!

I can try to reinstate her, OK to proceed to put her back on original flight (exchange is not done yet).

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

I am now being told to change [REDACTED]'s ticket back to the direct flight at 12:35pm on the 12th

(I seriously don't know what is going on out there in Paris?! why do they keep making me change things)

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing.

© 2015 American Express. All rights reserved

American Express uses 3rd party concierge service providers who are not authorized to act on behalf of American Express and you acknowledge that American Express is in no way responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by the service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for servicing purposes.

