

To: [REDACTED]
From: Lesley Groff
Sent: Wed 9/12/2018 11:47:28 PM
Subject: Re: Flight back

Super. Let me know 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: " [REDACTED]" <[REDACTED]>
Subject: Flight back
Date: September 11, 2018 at 10:10:19 AM EDT
To: [REDACTED] @gmail.com
Reply-To: " [REDACTED]"
<[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,
[REDACTED] (Natasha) [REDACTED]
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha... [REDACTED] says we should be able to get some money back for the flight issues from yesterday. Do you want me 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 - as tv's explained that there wasnt enough time to fix everything , they wanted to bring know They said we can contact the finnair and get some refund back because

Thank you ! :)

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