

**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 ye  
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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