

To: [REDACTED] [REDACTED] [REDACTED]
Cc: Bella Klein[REDACTED] @gmail.com]
From: Lesley Groff
Sent: Mon 9/10/2018 1:49:23 PM
Subject: Re: Troubles w the plane

I bought you a DIRECT COACH seat on **tomorrows flight** Finnair #5 to NY...Finnair is supposed to provide you with a flight however and it says the flight you were to be on is to take off again as you say...but at least you will know this is booked.

\$2185.51 including taxes/fully refundable. We will need to VOID this ticket if you are able to get out on your original flight. Please keep me posted. We will need to VOID this prior to take off (which is going to be 7:10am my time tomorrow...you should know way before this though.) Traveling can sometimes be painful...but hang in there! You will get back to NY I promise.

On Sep 10, 2018, at 9:43 AM, [REDACTED] <[REDACTED]> wrote:

I just spoke to them again . They said probaly we will leave in few hours today .
But again its says more info at 5:30pm finland time
Hopefully it will work

On Monday, September 10, 2018, 4:40:45 PM GMT+3, Lesley Groff <[REDACTED]> wrote:

hang in ...I am talking with my Amex rep...

On Sep 10, 2018, at 9:25 AM, [REDACTED] <[REDACTED]> wrote:

Yes i talked to them , everything is sold out , tomorrow they have same flight and only bussines .

Flight to chicago today already left. And i must have non stop flight because of my visa . Some flights throught different countries requires visa .

And they said to wait Approximately 1h30 - 2h they will get back to people with more information .

Im afraid if not today , tomorrow it will be sold out too and im stuck at the airport . As im not allowed to leave it because of my passport control stamp ..

On Monday, September 10, 2018, 4:18:52 PM GMT+3, Lesley Groff <[REDACTED]> wrote:

Hi [REDACTED] . Please please speak with the agent there. It is always best to talk to them and have them get you on the next flight. Have you gone to the desk yet? What do they say? I will call our agent here now also but I know she will advise me to tell you to speak to an agent there. Let me know what they say.

Sent from my iPhone

On Sep 10, 2018, at 8:40 AM, [REDACTED] <[REDACTED]> wrote:

Hi Lesley , just want to let you know that my plane took off and probably after 30 mins captain said that there is an issue on the plane. And we had to get back to Helsinki airport.

Now I'm waiting .but I'm panic because they gave me visa for 9 days and tomorrow it will expired. So I have to get back to nyc ASAP .

Bella please make sure my phone is working I'm afraid of something will happen and I need to be in touch ,

Thank you very much