

To: [REDACTED]
From: Natalia Molotkova
Sent: Thur 9/6/2018 4:39:30 PM
Subject: Cancel ticket JESQDN

Title: American Express ®

Done, exchange is pending.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Please issue below ticket for Natalya. Thanks

Sent from my iPhone

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$41.00 (add collect, exchange).
- Ticket is non-refundable, EUR35.00 change penalty applies plus difference in fare

• **Mon 12 Nov - Aeroflot 2458 - Economy - 3h 55m**

Departing: Moscow Sheremetyevo Airport, (SVO) at 2.50pm

Arriving: Paris Charles de Gaulle Airport, (CDG) at 4.45pm

• **Thu 15 Nov - Aeroflot 2455 - Economy - 3h 55m**

Departing: Paris Charles de Gaulle Airport, (CDG) at 1.30pm

Arriving: Moscow Sheremetyevo Airport, (SVO) at 7.25pm

Please reply to this email and provide your authorization to proceed.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

no kidding...but I do as I am asked...lets change to the below for the \$41 US. Please issue ticket
. thanks

I learned it hard way - never purchase ticket as non-refundable if you don't have visa (especially
for Russian citizens).

If we do

SU2458 12NOV SVO CDG 250P 445P

SU2455 15NOV CDG SVO 130P 725P

will be same fare, but still changed fee EUR35.00 (\$41.00)

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

hmm. OK and to change to a later date in future (like Nov. 12-15 as an example) would it be an
even exchange? or how much do we have to pay? sorry to be difficult...she will for sure got at
some point but we don't know when. Her visa did not come through so she can't go now

It was \$591.30

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

Ok got it. I am waiting to hear if she might go another time. Can you tell me price we paid?

Sent from my iPhone

Yes, refundable is refundable. But not every airline allows to use ticket you cancel as a credit, only US airlines.

Ticket she has - is completely non-refundable, we can't make it refundable or change to something what we can use as a credit. In order not to loose money, you have to re-book new travel dates at the same time when you canceling original.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Oh my. So when I ask for a changeable ticket it could mean that we get no credit unless RE booked at the time of cancellation. What kind of ticket can I purchase to get credit? Or to get our money back completely ? is that only A fully refundable ticket price? Or are all the airlines different? I will get back to you on whether or not we have new dates for her.

Sent from my iPhone

Lesley, morning, her ticket is non refundable. If we cancel, no refund and no credit. If you want to use money you paid, we have to rebook at the same time when cancellation, for new dates. OK to proceed with cancellation or you will try to change dates?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

We need to cancel the round trip ticket for Nataliya Litvinova please. Do we get a credit?

NATALYA LITVINOVA- JESQDN Sept. 7 -9

Sent from my iPhone

[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.



Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$41.00 (add collect, exchange).
- Ticket is non-refundable, EUR35.00 change penalty applies plus difference in fare

• **Mon 12 Nov - Aeroflot 2458 - Economy - 3h 55m**

Departing: Moscow Sheremetyevo Airport, (SVO) at 2.50pm

Arriving: Paris Charles de Gaulle Airport, (CDG) at 4.45pm

• **Thu 15 Nov - Aeroflot 2455 - Economy - 3h 55m**

Departing: Paris Charles de Gaulle Airport, (CDG) at 1.30pm

Arriving: Moscow Sheremetyevo Airport, (SVO) at 7.25pm

Please reply to this email and provide your authorization to proceed.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

no kidding...but I do as I am asked...lets change to the below for the \$41 US. Please issue ticket .
thanks

I learned it hard way - never purchase ticket as non-refundable if you don't have visa (especially for Russian citizens).

If we do

SU2458 12NOV SVO CDG 250P 445P

SU2455 15NOV CDG SVO 130P 725P

will be same fare, but still changed fee EUR35.00 (\$41.00)

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

hmm. OK and to change to a later date in future (like Nov. 12-15 as an example) would it be an even exchange? or how much do we have to pay? sorry to be difficult...she will for sure got at some point but we don't know when. Her visa did not come through so she can't go now

It was \$591.30

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Ok got it. I am waiting to hear if she might go another time. Can you tell me price we paid?

Sent from my iPhone

Yes, refundable is refundable. But not every airline allows to use ticket you cancel as a credit, only US airlines.

Ticket she has - is completely non-refundable, we can't make it refundable or change to something what we can use as a credit. In order not to loose money, you have to re-book new travel dates at the same time when you canceling original.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

Oh my. So when I ask for a changeable ticket it could mean that we get no credit unless RE booked at the time of cancellation. What kind of ticket can I purchase to get credit? Or to get our money back completely ? is that only A fully refundable ticket price? Or are all the airlines different? I will get back to you on whether or not we have new dates for her.

Sent from my iPhone

Lesley, morning, her ticket is non refundable. If we cancel, no refund and no credit. If you want to use money you paid, we have to rebook at the same time when cancellation, for new dates. OK to proceed with cancellation or you will try to change dates?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

We need to cancel the round trip ticket for Nataliya Litvinova please. Do we get a credit?

NATALYA LITVINOVA- JESQDN Sept. 7 -9

Sent from my iPhone

[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.

