

To: [REDACTED]
From: Natalia Molotkova
Sent: Tue 9/11/2018 2:10:19 PM
Subject: Flight back

Title: American Express ®

Please fill claim here ([REDACTED] can fill it, due to she knows all details)

<https://www.finnair.com/us/gb/information-services/feedback>

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Hi Natasha...Yulia says we should be able to get some money back for the flight issues from yesterday? (see her mail below) Is this something you can go to bat for us for or do I need to call Finnair? Lesley

Hello [REDACTED] , 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 , wifi , and other small stuff , as crew memeber explained that there
wasnt enough time to fix everything , they wanted to bring us back to the
usa faster . Just want to let you know They said we can contact the finnair
and get some refund back because of the flight issues.

Thank you ! :)

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