

To: Amex Centurian Trave [REDACTED]
From: [REDACTED]
Sent: Tue 9/11/2018 2:18:46 PM
Subject: Re: Flight back

fantastic! thanks

On Sep 11, 2018, at 10:10 AM, Natalia Molotkova
<[REDACTED]> wrote:

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]

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? (se
to bat for us for or do I need to call Finnair? [REDACTED]

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
explained that there wasnt enough time to fix everything , they wanted to bring us back to
know They said we can contact the finnair and get some refund back because of the flight

Thank you ! :)

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