

To: [REDACTED] j [REDACTED]
From: Lesley Groff
Sent: Tue 9/11/2018 2:19:42 PM
Subject: Fwd: Flight back

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]
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]@centurion.com

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? (see 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 , 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 ! :)

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

EFTA_R1_01050394

EFTA02256983

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 not 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 use your preference data for servicing purposes.

AMERICAN
EXPRESS