

To: [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? (seems like we should 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 [REDACTED] explained that there wasnt enough time to fix everything , they wanted to bring us back to the states . [REDACTED] know They said we can contact the finnair and get some refund back because of the flight issues .

Thank you ! :)

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