

To: [REDACTED]
From: Natalia Molotkova
Sent: Wed 10/10/2018 7:28:59 PM
Subject: Exchange Tickets to Paris for [REDACTED]

Title: American Express ®

I am currently not in the office, will be back on Friday October 12 at 9:00AM EST. If you need immediate assistance, you can call [REDACTED] or email [REDACTED]

Kindest regards,

Natalia Molotkova
[REDACTED]

Hello! Please do issue both tickets as advised below. Greatly appreciate all your help!

Sent from my iPhone

Good Afternoon Ms. Grof,

It was a pleasure speaking with you earlier. I wanted to make you aware of something on [REDACTED]
[REDACTED]'s ticket before processing the exchange.

As I advised, I voided the one-way ticket issued October 9th. I also checked to see if it were possible to exchange the original return flight for the new flight and it is. So I wanted to provide you the amount of the additional collection and once again, get your authorization to move forward.

By exchanging this ticket, you will not have to keep up with a pending credit with the Airline. **I can exchange this ticket for the new flight for an additional \$48.00** that will be billed to the American Express Card. The ticket will remain non-refundable with a \$173.00 Airline Penalty for any changes, plus any fare difference. By exchanging this one-way, you save a considerable amount of money versus purchasing a brand new ticket. Here is the flight information for [REDACTED]....

Delta 1015 14OCT S New York Kennedy-JFK Charles DeGaulle-CDG 655P 815A Arrive
15OCT - Coach Class
Operated by Air France

Please reply to this email and authorize moving forward with this exchange, since this was not what we discussed over the phone.

And just to confirm the exact amount of [REDACTED] exchange, there will be **an additional \$913.20 collected** and billed to the American Express Card. Again, this reservation does remain non-refundable and has a \$173.00 Airline Penalty for any changes plus any fare difference.
Below is the flight information for [REDACTED]....

Air France 7 14OCT S New York Kennedy-JFK Charles DeGaulle-CDG 655P 815A
Arrive 15OCT - Premium Economy
Air France 1146 15OCT M Charles DeGaulle-CDG Warsaw-WAW 935A 1150A
- Coach Class
Lot Polish 779 15OCT M Warsaw-WAW Vilnius-VNO 115P 320P
- Coach Class
Operated by Regional Jet OU

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

Have a good day.

Linda King ARM/ATL
From Centurion Support on behalf of your Relationship Manager, Natalia Molotkova

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