

To: [REDACTED]  
From: Natalia Molotkova  
Sent: Wed 10/10/2018 7:58:52 PM  
Subject: Exchange Tickets to Paris for [REDACTED]

Title: American Express ®

Good Afternoon Ms. Grof,

As advised, both tickets have been sent over to our Ticketing Department to be exchanged. Upon receipt, please review them and if any changes are necessary, please don't hesitate to let us know.

Have a great day.

Linda King ARM/ATL

From Centurion Support on behalf of your Relationship Manager, Natalia Molotkova

Thank you for your email. I am currently out of the office.

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] 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  
15OCT - Coach Class  
Operated by Air France

Charles DeGaulle-CDG 655P 815A Arrive

**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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