

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Wed 10/10/2018 8:12:24 PM
Subject: Re: Exchange Tickets to Paris for [REDACTED]

Excellent! thank you!

On Oct 10, 2018, at 3:58 PM, Natalia Molotkova
<[REDACTED]> wrote:

Good Afternoon Ms. Grof,

As advised, both tickets have been sent over to our Ticketing Department to be exchanged. Upon receipt, p 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. As I advised, I voided the one-way ticket issued October 9th. I also checked to see if it were possible to exchange the new flight and it is. So I wanted to provide you the amount of the additional collection and once again, get you the new flight information. By exchanging this ticket, you will not have to keep up with a pending credit with the Airline. **I can exchange an additional \$48.00** that will be billed to the American Express Card. The ticket will remain non-refundable for any changes, plus any fare difference. By exchanging this one-way, you save a considerable amount of money on the ticket. Here is the flight information for [REDACTED] ...

Delta 1015 14OCT S New York Kennedy-JFK
Operated by Air France

Charles DeGaulle-CDG 655P 815A Arrive 15OCT -

Please reply to this email and authorize moving forward with this exchange, since this was not what you asked for.

And just to confirm the exact amount of [REDACTED] exchange, there will be **an additional \$913.00** to the American Express Card. Again, this reservation does remain non-refundable and has a \$173.00 Airline Penalty for any changes. Below is the flight information for Deimante....

Air France 7 14OCT S New York Kennedy-JFK
Air France 1146 15OCT M Charles DeGaulle-CDG
Lot Polish 779 15OCT M Warsaw-WAW
Operated by Regional Jet OU

Charles DeGaulle-CDG
Warsaw-WAW
Vilnius-VNO

655P 815A Arrive 15OCT
935A 1150A
115P 320P

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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