

To: Amex Centurian Travel[redacted]
From: Lesley Groff
Sent: Wed 10/10/2018 8:13:47 PM
Subject: Re: Exchange Tickets to Paris for [redacted]

I am just noticing you have [redacted] in coach class and [redacted] in premium economy...is it possible to put them both in coach class? if not, then we need to put them both in premium economy...they should sit together on the plane...possible?

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, please let us know 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 for a new flight and it is. So I wanted to provide you the amount of the additional collection and once again, get you the best deal. By exchanging this ticket, you will not have to keep up with a pending credit with the Airline. **I can exchange for 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. Here is the flight information for [redacted]....

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

Please reply to this email and authorize moving forward with this exchange, since this was not what I

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

Below is the flight information for [REDACTED] ...

Air France	7 14OCT S	New York Kennedy-JFK	Charles DeGaulle-CDG	655P 815A	Arrive 15OCT
Air France	1146 15OCT M	Charles DeGaulle-CDG	Warsaw-WAW	935A 1150A	
Lot Polish	779 15OCT M	Warsaw-WAW	Vilnius-VNO	115P 320P	
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

[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

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.