

To: [REDACTED]
From: Natalia Molotkova
Sent: Fri 10/12/2018 3:24:41 PM
Subject: Exchange Tickets to Paris for [REDACTED]

Title: American Express ®

Other option will be switch premium economy to economy - I bet they will find person who wants to move up.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

thank you! I am hoping she can deal with it at the airport...for sure we did not want to screw around with the tickets to where [REDACTED] was left without one. I will have [REDACTED] go to ticket counter and request a seat in premium economy...maybe they will just give to her...who knows...or they sit apart...maybe switch seats in the middle of the ride! I will let them hash it out

Lesley, you know, sometimes it happens - higher cabin category could be cheaper than coach (premium economy or sometimes business), all depends what type of fare left, what is the best combinable fare. That is what happened with Air France flight - premium economy fare was lower than coach. Agent, who did exchange, called Air France, and was told in theory we can book [REDACTED] in coach, but to get the fare back, we have to send request to AF for pricing and it might take up to 48 hours (so respond might not be back with fare before her departure and she ended up without ticket). And book [REDACTED] in premium economy it is additional \$807.00 on top what you paid. So, may be when they at the airport and premium economy still available from NYC to Paris, Air France (operating carrier is Air France, even if [REDACTED] ticket issued on Delta's stock). can just move her to premium economy for small fee? No guarantee, but I do see 4 seats for sale in premium economy cabin available now.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

thanks

Let me have a look.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

very long and unpronounceable ! BTW, the gal I had been speaking with could not help me get the 2 of them in economy....she explained why, but I am still confused. If anyone is going to sit in premium economy, it should be [REDACTED]....but I don't want to pay an extra \$950 to do it...I would really like them both in economy...

[REDACTED]
Republic of Lithuania

P# [REDACTED]

Birthday: [REDACTED]

Date P Expires: [REDACTED]

What is last name for [REDACTED]?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

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?

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

Excellent! thank you!

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]'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
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] [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

[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 in no way 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 note profile and preference data for servicing purposes.

