

To: [REDACTED]  
From: Natalia Molotkova  
Sent: Wed 11/7/2018 7:07:15 PM  
Subject: [REDACTED]

Title: American Express ®

Lesley, hi.

[REDACTED] - you cancelled some flights fro her and I believe you were wrongly advised, that ticket 0577220618365, AF 1143 04NOV GVA CDG 505P was refundable.

Agent was wrong, sorry, somehow they didn't even see what I advised to you when I issued ticket, that is is non-refundable.

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]  
Hours: Mon through Friday 9AM-530PM EST

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