

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Wed 11/7/2018 9:21:56 PM
Subject: Re: [REDACTED]

Hi Natasha...sorry for my delay in answering...it is ok...I think the agent let me know...
no worries. is what it is.

On Nov 7, 2018, at 2:07 PM, Natalia Molotkova
<[REDACTED]> wrote:

Lesley, hi.

[REDACTED] - you cancelled some flights fro her and I believe you were wrongly advised, that ticket 057
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 r

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]@ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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