

To: [REDACTED]
From: Natalia Molotkova
Sent: Wed 11/7/2018 9:25:15 PM
Subject: [REDACTED]

Title: American Express ®

OK

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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

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]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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