

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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