

To: [REDACTED]
From: Natalia Molotkova
Sent: Sat 11/3/2018 7:41:42 PM
Subject: ARM-[REDACTED]-06NOV-Date Change

Title: American Express ®

I am currently not in the office, will be back on Monday November 5th at 9:00AM EST. If you need immediate assistance, you can call 877-877-0987 or email centurionsupport@centurion.com

Kindest regards,

[REDACTED]
thank you! she has a visa...we are good. Lesley

On Nov 3, 2018, at 1:32 PM, Centurion Support <centurionsupport@centurion.com> wrote:

Hello Lesley

Great speaking with you this afternoon. Per our phone conversation and your authorization we have Visa is required for passport holder from Belarus. Please check with your local passport/visa office for

[REDACTED]
We are refunding the following tickets.

[REDACTED] - Istanbul to Geneva	\$795.00
[REDACTED] - Geneva to Paris	\$524.20

We are Booking the following flights

Tue 06 Nov - Belavia?Belarusian Airlines 865 Economy - 3h 0m - 1145 Miles (Seat-Airport check in for Minsk National Airport, (MSQ), To Paris Charles de Gaulle Airport, (CDG), Depart 11.40am, Arrive 12

- Total air reservation, including taxes and fees: \$436.80 grand total.
- Ticket is refundable, change/cancellation penalty of \$0.00 will apply; changes are subject to difference in fare.

If the traveler has a Frequent Traveler number, please advise and we can have the number added to

Thu 08 Nov - Aeroflot 2463 - Economy - 3h 35m - 1536 Miles(Seat-Airport check in for seat) Paris Charles de Gaulle Airport, (CDG), To Moscow Sheremetyevo Airport, (SVO), Depart 4.15pm, Arrive 12

Thu 08 Nov - Aeroflot 1834 - Economy - 22h 30m - 399 Miles(Seat-Airport check in for seat)

Moscow Sheremetyevo Airport, (SVO), To Minsk National Airport, (MSQ), Depart 10.55pm, Arrive 12

Exchange Ticket-5557220618366

Difference in fare \$.10 cent

Change Fee \$40.00

- Total air add collect , including taxes and fees: \$40.10 grand total.

- Ticket is non-refundable, \$40.00 change/cancel penalty applies plus difference in fare

If the traveler has a Frequent traveler number, please advise and we can have the number added to t

If you have any additional questions, please feel free to reach out to me anytime. We val
I want to thank you again for contacting The American Express Centurion Support Team
and have a great day.

Michael

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 Amer
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 p
service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the righ
preference data for servicing purposes.

Hello [REDACTED]

Great speaking with you this afternoon. Per our phone conversation and your authorization
we have changed the following. A valid passport and Visa is required for passport holder
from Belarus. Please check with your local passport/visa office to obtain your visa.

[REDACTED]
We are refunding the following tickets.

[REDACTED] Istanbul to Geneva	\$795.00
[REDACTED] Geneva to Paris	\$524.20

We are Booking the following flights

Tue 06 Nov - Belavia?Belarusian Airlines 865 Economy - 3h 0m - 1145 Miles (Seat-Airport
check in for seat)

Minsk National Airport, (MSQ), To Paris Charles de Gaulle Airport, (CDG), Depart 11.40am,

Arrive 12.40pm

- **Total air reservation, including taxes and fees: \$436.80 grand total.**
- **Ticket is refundable, change/cancellation penalty of \$0.00 will apply; changes are subject to difference in fare.**

If the traveler has a Frequent Traveler number, please advise and we can have the number added to the record.

**Thu 08 Nov - Aeroflot 2463 - Economy - 3h 35m - 1536 Miles(Seat-Airport check in for seat)
Paris Charles de Gaulle Airport, (CDG), To Moscow Sheremetyevo Airport, (SVO), Depart
4.15pm, Arrive 9.50pm**

**Thu 08 Nov - Aeroflot 1834 - Economy - 22h 30m - 399 Miles(Seat-Airport check in for seat)
Moscow Sheremetyevo Airport, (SVO), To Minsk National Airport, (MSQ), Depart 10.55pm,
Arrive 12.25am**

Exchange Ticket-5557220618366

Difference in fare \$.10 cent

Change Fee \$40.00

- **Total air add collect , including taxes and fees: \$40.10 grand total.**
 - **Ticket is non-refundable, \$40.00 change/cancel penalty applies plus difference in fare**
- If the traveler has a Frequent traveler number, please advise and we can have the number added to the record.**

**If you have any additional questions, please feel free to reach out to me anytime.
We value your feedback on our services.**

**I want to thank you again for contacting The American Express Centurion
Support Team.
and have a great day.**

Michael

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.

