

**To:** Amex Centurian Travel [REDACTED]  
**From:** Lesley Groff  
**Sent:** Mon 12/17/2018 8:06:55 PM  
**Subject:** Re: Itinerary INCL TICKETNO for [REDACTED] 17DEC18 U [REDACTED]

yes...I will find out what she needs to do...thanks

On Dec 17, 2018, at 3:06 PM, Natalia Molotkova  
<[REDACTED]> wrote:

She still has return.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

she has already taken this flight...she must have figured it all out.

On Dec 17, 2018, at 3:00 PM, Natalia Molotkova <[REDACTED]> wrote:

It was basic fare, so extra for bag and seat. It can be done on-line at [www.ba.com](http://www.ba.com). BA agent said the

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

thanks

On Dec 17, 2018, at 2:47 PM, Natalia Molotkova <[REDACTED]> wrote:

Doesn't say anything in fare rules, calling BA.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

thanks

On Dec 17, 2018, at 2:23 PM, Natalia Molotkova <[REDACTED]> w

Let me have a look.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi nAtasha. Is a checked bag included in her ticket?

Sent from my iPhone

Begin forwarded message:

-  
**From:** "American Express Travel" <[itinerary@myamextravel.com](mailto:itinerary@myamextravel.com)>  
**Date:** December 14, 2018 at 3:30:09 PM EST  
**To:** [REDACTED]  
**Subject:** Itinerary INCL TICKETNO for [REDACTED] / [REDACTED] 17DEC18 [REDACTED]

FLIGHTS | HOTELS | CARS | CR

RECORD LOCATOR: [REDACTED]

YOUR TRIP DETA

EFTA\_R1\_01071282  
EFTA02267139

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<https://myamextravel.com/baggage>

### Other Information

- CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VISA

### Other Information

- A VISA IS REQUIRED FOR ENTRY INTO ITALY

### Other Information

- CITIZENS OF RUSSIAN FEDERATION- SCHENGEN VISA

### London to Milan

FLIGHT **BA 568**

---

**DEPARTING**

Mon, Dec 17 2018, 02:55 PM  
London  
London Heathrow (LHR)

**ARRIVING**

Mon, Dec 17 2018, 05:55 PM  
Milan  
Linate (LIN)

---

**British Airways**

Operated By British Airways

Non-stop  
**Duration:**2 Hrs  
**Departure Terminal:**Terminal 5

---

**FLIGHT INFORMATION**

Your Seats: 12A  
H Economy Class  
Airbus Industrie A320-100/200  
Meals: Food-Bev/Pur  
Baggage: NIL per adult

---

**FLIGHT CONFIRMATION**

British Airways [REDACTED]

---

Milan to London

**FLIGHT BA 569**

---

**DEPARTING**

Fri, Dec 21 2018, 06:45 PM  
Milan  
Linate (LIN)

**ARRIVING**

Fri, Dec 21 2018, 07:50 PM  
London  
London Heathrow (LHR)

---

**British Airways**

Operated By British Airways

Non-stop  
Duration: 2 Hrs 5 Mins  
Arrival Terminal: Terminal 5

---

**FLIGHT INFORMATION**

Your Seats: 10A  
M Economy Class  
Airbus Industrie A319  
Meals: Food-Bev/Pur  
Baggage: NIL per adult

---

**FLIGHT CONFIRMATION**

British Airways: [REDACTED]

---

## TRAVELLER INFORMATION



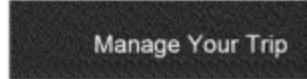
### E-TICKET

Ticket

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**1-800-333-AMEX** (toll-free) **1-715-343-7977** (direct-dial collection)

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<http://www.adobe.com/products/acrobat/readstep.html>

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California State Seller of Travel Registration Number: 102231  
Registration Number: UBI#600469694. Iowa: TA# 669 Registration Number:

Let me have a look.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

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**To:** [REDACTED]

**Subject:** Itinerary INCL TICKETNO for [REDACTED] / [REDACTED] 17DEC18 [REDACTED]

FLIGHTS | HOTELS | CARS | CRUISES

RECORD LOCATOR: [REDACTED]

## YOUR TRIP DETAILS

DO NOT REPLY TO THIS EMAIL. This message was sent from a non-public email account and we do not have a public email address. We cannot accept incoming messages. If you have any questions, please contact our Customer Service at 1-[REDACTED].

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## Other Information

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## London to Milan

FLIGHT BA 568

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### DEPARTING

Mon, Dec 17 2018, 02:55 PM  
London  
London Heathrow (LHR)

---

### ARRIVING

Mon, Dec 17 2018, 05:55 PM  
Milan  
Linate (LIN)

---

### British Airways

Operated By British Airways

---

Non-stop  
Duration: 2 Hrs  
Departure Terminal: Terminal 5

#### FLIGHT INFORMATION

Your Seats: 12A  
H Economy Class  
Airbus Industrie A320-100/200  
Meals: Food-Bev/Pur  
Baggage: NIL per adult

#### FLIGHT CONFIRMATION

British Airways: Q2MKKZ

#### Milan to London

#### FLIGHT BA 569

#### DEPARTING

Fri, Dec 21 2018, 06:45 PM  
Milan  
Linate (LIN)

#### ARRIVING

Fri, Dec 21 2018, 07:50 PM  
London  
London Heathrow (LHR)

British Airways

Operated By British Airways

Non-stop

Duration: 2 Hrs 5 Mins

Arrival Terminal: Terminal 5

#### FLIGHT INFORMATION

Your Seats: 10A

M Economy Class

Airbus Industrie A319

Meals: Food-Bev/Pur

Baggage: NIL per adult

#### FLIGHT CONFIRMATION

British Airways. [REDACTED]

#### TRAVELLER INFORMATION

[REDACTED] [REDACTED]

#### E-TICKET

Ticket [REDACTED]

#### NEED EMERGENCY ASSISTANCE ON YOUR TRIP? CALL THE

When you travel more than 100 miles from home, you have 24/7 access to American Express Global Assist, a 24-hour emergency service that provides 24-hour emergency coordination and assistance services, including medical evacuation, emergency medical services, emergency repatriation, cash advances, XXXXXXXXXXXX, cash wires and more. Card Members may be responsible for certain costs, including those for services provided by third-party service providers.

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See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

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Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, taxes, resort or facility fees, may be applicable to your stay and payable to the hotel directly. You may wish to inquire with the hotel before you make your travel arrangements to determine the amount of such charges.

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California State Seller of Travel Registration Number: 1022318. Washington Registration Number: UBI#600469694. Iowa: TA# 669 Registered to do business as American Express Travel.

Doesn't say anything in fare rules, calling BA.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

thanks

On Dec 17, 2018, at 2:23 PM, Natalia Molotkova <[REDACTED]> wrote:

Let me have a look.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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**Date:** December 14, 2018 at 3:30:09 PM EST  
**To:** [REDACTED]  
**Subject:** Itinerary INCL TICKETNO for [REDACTED] / [REDACTED] 17DEC18 [REDACTED]

FLIGHTS | HOTELS | CARS | CRUISES

EFTA\_R1\_01071295

EFTA02267152

RECORD LOCATOR: [REDACTED]

## YOUR TRIP DETAILS

DO NOT REPLY TO THIS EMAIL. This message was sent from a no-reply address and we cannot accept incoming messages. If you have any questions, please contact our Customer Service at 1-[REDACTED].

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### Other Information

- CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

### Other Information

- A VISA IS REQUIRED FOR ENTRY INTO ITALY

### Other Information

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- CITIZENS OF RUSSIAN FEDERATION- SCHENGEN VISA

---

## London to Milan

### FLIGHT BA 568

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#### DEPARTING

Mon, Dec 17 2018, 02:55 PM  
London  
London Heathrow (LHR)

#### ARRIVING

Mon, Dec 17 2018, 05:55 PM  
Milan  
Linate (LIN)

---

#### British Airways

Operated By British Airways  
  
Non-stop  
Duration:2 Hrs  
Departure Terminal:Terminal 5

---

#### FLIGHT INFORMATION

Your Seats: 12A  
H Economy Class  
Airbus Industrie A320-100/200  
Meals: Food-Bev/Pur  
Baggage: NIL per adult

---

#### FLIGHT CONFIRMATION

British Airways: [REDACTED]

---

Milan to London

FLIGHT BA 569

---

#### DEPARTING

Fri, Dec 21 2018, 06:45 PM  
Milan  
Linate (LIN)

#### ARRIVING

Fri, Dec 21 2018, 07:50 PM  
London  
London Heathrow (LHR)

---

#### British Airways

Operated By British Airways

Non-stop

Duration: 2 Hrs 5 Mins

Arrival Terminal: Terminal 5

---

#### FLIGHT INFORMATION

Your Seats: 10A  
M Economy Class  
Airbus Industrie A319  
Meals: Food-Bev/Pur

---

Baggage: NIL per adult

#### FLIGHT CONFIRMATION

British Airways: [REDACTED]

#### TRAVELLER INFORMATION



#### E-TICKET

Ticket: [REDACTED]

#### NEED EMERGENCY ASSISTANCE ON YOUR TRIP? CALL THE GLASSCOAT® TRAVEL ASSISTANCE NUMBER

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**1-800-333-AMEX** (toll-free) **1-715-343-7977** (direct-dial collect).

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Please be advised that certain mandatory hotel-imposed charges, including resort or facility fees, may be applicable to your stay and payable to the hotel from the property. You may wish to inquire with the hotel before your arrival about the amount of such charges.

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enter into other business relationships with suppliers and these arrangements, types of compensation and incentives we receive, are subject to change. In recommending itineraries, we may consider a number of factors, including your preferences. The relationships we have with suppliers may also affect the itineraries we recommend.

California State Seller of Travel Registration Number: 1022318. Washington Registration Number: UBI#600469694. Iowa: TA# 669 Registered low

Let me have a look.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Hi nAtasha. Is a checked bag included in her ticket?

Sent from my iPhone

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**Date:** December 14, 2018 at 3:30:09 PM EST

**To:** [REDACTED]

**Subject:** Itinerary INCL TICKETNO for [REDACTED] / [REDACTED] 17DEC18 [REDACTED]

FLIGHTS | HOTELS | CARS | CRUISES

RECORD LOCATOR: [REDACTED]

## YOUR TRIP DETAILS

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## Other Information

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- CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

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## Other Information

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- A VISA IS REQUIRED FOR ENTRY INTO ITALY

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## Other Information

---

- CITIZENS OF RUSSIAN FEDERATION- SCHENGEN VISA

---

## London to Milan

---

FLIGHT **BA 568**

---

### DEPARTING

Mon, Dec 17 2018, 02:55 PM  
London  
London Heathrow (LHR)

---

### ARRIVING

Mon, Dec 17 2018, 05:55 PM  
Milan  
Linate (LIN)

---

### **British Airways**

Operated By British Airways

Non-stop  
Duration:2 Hrs  
Departure Terminal:Terminal 5

### **FLIGHT INFORMATION**

Your Seats: 12A  
H Economy Class  
Airbus Industrie A320-100/200  
Meals: Food-Bev/Pur  
Baggage: NIL per adult

---

### **FLIGHT CONFIRMATION**

British Airways [REDACTED]

---

### **Milan to London**

#### **FLIGHT BA 569**

---

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Fri, Dec 21 2018, 06:45 PM  
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## British Airways

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Duration: 2 Hrs 5 Mins

Arrival Terminal: Terminal 5

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## FLIGHT INFORMATION

Your Seats: 10A

M Economy Class

Airbus Industrie A319

Meals: Food-Bev/Pur

Baggage: NIL per adult

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## FLIGHT CONFIRMATION

British Airways: Q2MKKZ

---

## TRAVELLER INFORMATION

[REDACTED] [REDACTED]

## E-TICKET

Ticket [REDACTED]

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See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

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<http://www.adobe.com/products/acrobat/readstep.html>

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Centurion Relationship Manager  
[REDACTED]

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[REDACTED]

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**Subject:** Itinerary INCL TICKETNO for [REDACTED] / [REDACTED] 17DEC18 [REDACTED]

FLIGHTS | HOTELS | CARS | CRUISES

[REDACTED]  
[REDACTED]  
RECORD LOCATOR: [REDACTED]

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## Other Information

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FLIGHT **BA 568**

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Mon, Dec 17 2018, 02:55 PM  
London  
London Heathrow (LHR)

### ARRIVING

Mon, Dec 17 2018, 05:55 PM

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Linate (LIN)

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Operated By British Airways

Non-stop

Duration: 2 Hrs

Departure Terminal: Terminal 5

### **FLIGHT INFORMATION**

Your Seats: 12A

H Economy Class

Airbus Industrie A320-100/200

Meals: Food-Bev/Pur

Baggage: NIL per adult

---

### **FLIGHT CONFIRMATION**

British Airways: [REDACTED]

---

### **Milan to London**

#### **FLIGHT BA 569**

---

### **DEPARTING**

Fri, Dec 21 2018, 06:45 PM

Milan

Linate (LIN)

## ARRIVING

Fri, Dec 21 2018, 07:50 PM

London

London Heathrow (LHR)

---

## British Airways

Operated By British Airways

Non-stop

Duration: 2 Hrs 5 Mins

Arrival Terminal: Terminal 5

## FLIGHT INFORMATION

Your Seats: 10A

M Economy Class

Airbus Industrie A319

Meals: Food-Bev/Pur

Baggage: NIL per adult

---

## FLIGHT CONFIRMATION

British Airways: [REDACTED]

---

## TRAVELLER INFORMATION

[REDACTED] [REDACTED]

## E-TICKET

Ticket: [REDACTED]

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Let me have a look.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi nAtasha. Is a checked bag included in her ticket?

Sent from my iPhone

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**From:** "American Express Travel" <[itinerary@myamextravel.com](mailto:itinerary@myamextravel.com)>  
**Date:** December 14, 2018 at 3:30:09 PM EST  
**To:** [REDACTED]  
**Subject:** Itinerary INCL TICKETNO for [REDACTED] 17DEC18 [REDACTED]

FLIGHTS | HOTELS | CARS | CRUISES

[REDACTED]

RECORD LOCATOR: [REDACTED]

## YOUR TRIP DETAILS

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### Other Information

- CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

### Other Information

- A VISA IS REQUIRED FOR ENTRY INTO ITALY

### Other Information

- CITIZENS OF RUSSIAN FEDERATION- SCHENGEN VISA

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## London to Milan

### FLIGHT BA 568

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#### DEPARTING

Mon, Dec 17 2018, 02:55 PM  
London  
London Heathrow (LHR)

#### ARRIVING

Mon, Dec 17 2018, 05:55 PM  
Milan  
Linate (LIN)

---

#### British Airways

Operated By British Airways

Non-stop  
Duration:2 Hrs  
Departure Terminal:Terminal 5

---

#### FLIGHT INFORMATION

Your Seats: 12A  
H Economy Class  
Airbus Industrie A320-100/200  
Meals: Food-Bev/Pur  
Baggage: NIL per adult

## FLIGHT CONFIRMATION

British Airways: [REDACTED]

Milan to London

FLIGHT **BA 569**

### DEPARTING

Fri, Dec 21 2018, 06:45 PM

Milan

Linate (LIN)

### ARRIVING

Fri, Dec 21 2018, 07:50 PM

London

London Heathrow (LHR)

### British Airways

Operated By British Airways

Non-stop

Duration: 2 Hrs 5 Mins

Arrival Terminal: Terminal 5

### FLIGHT INFORMATION

Your Seats: 10A

M Economy Class

Airbus Industrie A319

Meals: Food-Bev/Pur

Baggage: NIL per adult

## FLIGHT CONFIRMATION

British Airways [REDACTED]

## TRAVELLER INFORMATION

### E-TICKET

Ticket [REDACTED]

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Doesn't say anything in fare rules, calling BA.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

thanks

On Dec 17, 2018, at 2:23 PM, Natalia Molotkova <[natalia.molotkova@...](mailto:natalia.molotkova@...)> wrote:

Let me have a look.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi nAtasha. Is a checked bag included in her ticket?

Sent from my iPhone

Begin forwarded message:

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**From:** "American Express Travel" <[itinerary@myamextravel.com](mailto:itinerary@myamextravel.com)>  
**Date:** December 14, 2018 at 3:30:09 PM EST  
**To:** [REDACTED]  
**Subject:** Itinerary INCL TICKETNO for [REDACTED] / [REDACTED] 17DEC18 [REDACTED]

FLIGHTS | HOTELS | CARS | CRUISES

[REDACTED]  
RECORD LOCATOR: [REDACTED]

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### Other Information

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- CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

---

### Other Information

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- A VISA IS REQUIRED FOR ENTRY INTO ITALY

---

### Other Information

---

- CITIZENS OF RUSSIAN FEDERATION- SCHENGEN VISA

---

### London to Milan

---

FLIGHT BA 568

---

#### DEPARTING

Mon, Dec 17 2018, 02:55 PM

London

London Heathrow (LHR)

#### ARRIVING

Mon, Dec 17 2018, 05:55 PM

Milan

Linate (LIN)

---

#### British Airways

Operated By British Airways

Non-stop

Duration: 2 Hrs

Departure Terminal: Terminal 5

---

#### FLIGHT INFORMATION

Your Seats: 12A

H Economy Class

Airbus Industrie A320-100/200

Meals: Food-Bev/Pur

Baggage: NIL per adult

---

#### FLIGHT CONFIRMATION

British Airways: [REDACTED]

---

#### Milan to London

#### FLIGHT BA 569

#### DEPARTING

Fri, Dec 21 2018, 06:45 PM

Milan

Linate (LIN)

#### ARRIVING

Fri, Dec 21 2018, 07:50 PM

London

London Heathrow (LHR)

---

#### British Airways

Operated By British Airways

Non-stop

Duration:2 Hrs 5 Mins

Arrival Terminal:Terminal 5

---

#### FLIGHT INFORMATION

Your Seats: 10A

M Economy Class

Airbus Industrie A319

Meals: Food-Bev/Pur

Baggage: NIL per adult

---

#### FLIGHT CONFIRMATION

British Airways [REDACTED]

---

#### TRAVELLER INFORMATION

[REDACTED] [REDACTED]

**E-TICKET**

Ticket [REDACTED]

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Let me have a look.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi nAtasha. Is a checked bag included in her ticket?

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**Date:** December 14, 2018 at 3:30:09 PM EST

**To:** [REDACTED]

**Subject:** Itinerary INCL TICKETNO for [REDACTED] / [REDACTED] 17DEC18 [REDACTED]

FLIGHTS | HOTELS | CARS | CRUISES

EFTA\_R1\_01071328

EFTA02267185

RECORD LOCATOR: [REDACTED]

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### Other Information

• A VISA IS REQUIRED FOR ENTRY INTO ITALY

## Other Information

---

- CITIZENS OF RUSSIAN FEDERATION- SCHENGEN VISA

---

### London to Milan

#### FLIGHT BA 568

---

#### DEPARTING

Mon, Dec 17 2018, 02:55 PM  
London  
London Heathrow (LHR)

#### ARRIVING

Mon, Dec 17 2018, 05:55 PM  
Milan  
Linate (LIN)

---

#### British Airways

Operated By British Airways

Non-stop  
Duration:2 Hrs  
Departure Terminal:Terminal 5

---

#### FLIGHT INFORMATION

Your Seats: 12A  
H Economy Class

Airbus Industrie A320-100/200

Meals: Food-Bev/Pur

Baggage: NIL per adult

---

#### FLIGHT CONFIRMATION

British Airways [REDACTED]

---

Milan to London

FLIGHT **BA 569**

---

#### DEPARTING

Fri, Dec 21 2018, 06:45 PM

Milan

Linate (LIN)

#### ARRIVING

Fri, Dec 21 2018, 07:50 PM

London

London Heathrow (LHR)

---

**British Airways**

Operated By British Airways

Non-stop

Duration: 2 Hrs 5 Mins

Arrival Terminal: Terminal 5

---

#### FLIGHT INFORMATION

Your Seats: 10A  
M Economy Class  
Airbus Industrie A319  
Meals: Food-Bev/Pur  
Baggage: NIL per adult

---

#### FLIGHT CONFIRMATION

British Airways [REDACTED]

---

#### TRAVELLER INFORMATION

[REDACTED] [REDACTED]

#### E-TICKET

Ticket [REDACTED]

---

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