

To: [REDACTED]
From: Natalia Molotkova
Sent: Fri 1/4/2019 10:25:03 PM
Subject: What time does [REDACTED] land in Moscow?

Title: American Express ®

Thank you, leaving now!!!! Have a great weekend!!!

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Thank you for your email. I am currently out of the office.

I told her she is probably holding the best ticket out of them all....the time difference is an hour 7:10 vs 8:16pm...trying to convince her to just take it...don't worry about this...if I must take it up with someone else, I will. Enjoy the weekend and good to know about Monday. thanks

OK, we will have to void exchange we did today (has to be done by the end of the day today) and cancel return flight and request partial refund.
We will issue new ticket from STT to NYC and new ticket to Moscow and change existing Aeroflot.

New itinerary will be:

9K8161 08JAN STT SJU 1105A 1141A - \$119.00, coach
DL 302 08JAN SJU JFK 201P 459P - \$563.70, coach
SU 103 08JAN JFK SVO 710P 1225P - \$3090.40, coach

SU1006 09JAN SVO KGD 605P 710P - exchange with change fee \$35.00
SU1001 11JAN KGD SVO 845A 1140A

I am about to leave for the day, will be a little bit later on Monday, like 10:30am, have doctor's appointment on Monday.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



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can you give me pricing?
the other flight we did was only around \$250?

Ok. Let me ask her. She might prefer it

Sent from my iPhone

Flight from Miami to Moscow on January 8th (direct) departs at 5:30pm, there are no connection options from STT.

Flight from JFK to Moscow is at 710pm, to get to JFK on time, she will have to take flight from STT with one stop, for example:

B6/BB 5762 STT SJU 920A 955A
B6 1404 SJU JFK 7 1128A 229P

or

9K 8161 STT SJU 1105A 1141A - get bags in San Juan and check in again
DL 302 SJU JFK 9 201P 459P

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

Let's put it this way. She like the 2 flights she suggested. Does anything hook up to these?

Sent from my iPhone

Which flight is very late for her, the one we just changed from St .Thomas to Moscow, with arrival at 5pm?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Below from [REDACTED] Is there anything else? Even if it means purchasing a new ticket
Unfortunately, this flight is very late for me. I checked aeroflot, they have direct flights from MIA su 0111 or NY su 0103 in the evening jan 8th. However, how to return from STT I don't know. Could you help me please?
Thank you

Sent from my iPhone

OK, we have plenty of time, flight is open for now.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Yes I receive the new ticket thank you. [REDACTED] still has not told me what she wants to do yet regarding Kaliningrad. I hope to back to you soon

Sent from my iPhone

I emailed you new ticket, what we changed over the phone. OK to change Kaliningrad one or not yet?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Please. Thx

Sent from my iPhone

To change flight to Kaliningrad to January 9 at 9pm add collect will be \$33.00 change fee.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

It was done, let me email it to you again, sorry.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

I don't have the new ticket STT to Moscow. Is it done?

Sent from my iPhone

She has not gotten back to me. How much will it cost to change?

Sent from my iPhone

OK to change flight to Kaliningrad to January 9 at 9pm?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Thanks

Sent from my iPhone

5pm. To Kaliningrad departure is at 9pm

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha [REDACTED] is asking me what time she will land in Moscow on 9th. I didn't write it down. Can you tell me. ... as well as tell me time of flight to Kaliningrad. I think it was 9pm

Sent from my iPhone

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