

To: Rich Kahn [REDACTED]
From: [REDACTED]
Sent: Fri 2/1/2019 2:40:17 PM
Subject: Point Explanation from Natasha our Amex Rep

Hi Rich...wanted you to have the below from Natasha re points:

To pay with points for upgrade - you book coach ticket and pay difference in fare (plus possible change fee) in points. Or you pay fro business/first class ticket partially with points (20% back), let's say you pay coach value with money and the rest - difference - in points, to avoid change fee.

1.00 = 100 points.

Other option - to transfer American Express points to the airline and get mileage upgrade (we can transfer points to certain airlines), 1 point = 1 miles. But mileage upgrade could be tricky, has to be available, sometimes it is not the lowest fare to be upgradable and sometimes you have to do it yourself (with certain airlines), but I can transfer points.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

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