

To: Lesley Groff [REDACTED]
From: KIEVH-Shared MB-Reservations
Sent: Wed 2/6/2019 2:20:11 PM
Subject: RE: Help! I need to send a 3rd Party CC Form for your hotel and Cannot Get Through!

Dear Lesley,

Thank you for your request.

Kindly be informed that we do not work with third party payment.

If you would like to pay for accommodation of one of hotel guests we can issue the link to pay via electronic payment system by Visa or MasterCard.

You may also pay through bank transfer if you provide us with company and bank details.

Please let me know if you have any questions.

Kind Regards,

Anna Mazur
Reservation Department
Guest Service Officer
HYATT REGENCY KYIV
5, Alla Tarasova Street, Kiev, 01001, Ukraine
T: [REDACTED]
E: [REDACTED]
www.kyiv.regency.hyatt.com

-----Original Message-----

From: Lesley Groff [mailto:[REDACTED]]
Sent: Wednesday, February 06, 2019 3:52 PM
To: [REDACTED]; KIEVH-Shared MB-Reservations
<[REDACTED]>
Cc: Amex Centurian Travel <[REDACTED]>
Subject: Help! I need to send a 3rd Party CC Form for your hotel and Cannot Get Through!

Cyber Security Reminder: Please use caution - message originated outside Hyatt.
Send suspicious messages to [REDACTED]

Hello Concierge and Hotel Front Desk of the Hyatt Regency in Kiev.

I need to send a 3rd party credit authorization form for a guest arriving your hotel this Friday Feb 8th...she will depart on Sunday Feb 10th. The confirmation [REDACTED]. I have tried numerous times to fax you the form but it is always unsuccessful. I have also tried to call your hotel numerous times but receive a fast busy signal. I have called the US Hyatt help number and they gave me your email addresses to ask you how to proceed from here.

Please get back to me as soon as possible since our guest will be arriving soon.

[REDACTED]
Confirmation [REDACTED]

Thank you in advance for your help.

Lesley