

To: Amex Centurian Travel [REDACTED]
From: [REDACTED]
Sent: Fri 2/1/2019 7:39:57 PM
Subject: Re: Ticket for Karyna

ok, I will go in and set up an account...

On Feb 1, 2019, at 2:34 PM, Natalia Molotkova
[REDACTED] wrote:

Yes, I need account number.

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

Hours: Mon through Friday 9AM-530PM EST

ok...maybe you should go ahead and link the Amex card to account now! Do you need me to open the FLYing Blue account under Jeffrey's name..

terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

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

Hours: Mon through Friday 9AM-530PM EST

-if I want you to transfer Amex points to AF to upgrade premium economy to biz class, this must be done prior to ticketing.

Availability for upgrade is not guaranteed, it is available now, it could be not like two hours later. Yes, it must be done prior to departure, but after ticketing.

-you said it is 15,000 miles to upgrade...do we transfer 15,000 Amex points to get the 15,000 miles? it is 1 to 1? (gosh I have to go through all this with our accounting department today...Rich is coming here at 2:30)

**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
Yes 1 AMEX point is 1 AF mile.**

Regards,
Natalia (Natasha) Molotkova

[REDACTED]
(877) 877-0987
Hours: Mon through Friday 9AM-530PM EST

-if I want you to transfer Amex points to AF to upgrade premium economy to biz class, this must be done prior to the flight.
-you said it is 15,000 miles to upgrade...do we transfer 15,000 Amex points to get the 15,000 miles? it is 1 to 1.
I am going to have to go through all this with our accounting department today...Rich is coming here at 2:30

thank you,...got it on the AF miles.

so in our case, it is probably better to use points after the person has taken the flight ...just to be sure. then we can transfer Amex points...

You can pay with points only when you know for sure he or she is taking flight, even after departure.

Regards,
Natalia (Natasha) Molotkova

[REDACTED]
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OK, if you got upgrade using AF miles and changing flight - if upgrade is available on new flight, yes it will be possible difference in air fare or miles plus change fee). With AF, if upgrade for new flight is no longer available, we will credit back to account, AF account.

If you used AMEX points and canceling - you are getting money back if ticket was refundable (not points), if not, we will credit back.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
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if we transfer Amex points to AF miles, but then change the flight we used them on, would the new flight we

or would we have to use more points to upgrade the new flight? what happens to those points? I realize on points to AF that is it with our Amex points. I also worry, what if we cancel the flight with AF and book another usable? (this sounds like a huge headache to me)

Also, confirm to me, once we pay with Amex points for an upgrade, those points are non reversible ...they are cancel a flight we have upgraded, we do not get them back?

hmmm, now I am thinking it is better to get Gift Cards for Saks or Bergdorf as the cards can always be used.

Are you talking about airline miles or AMEX points?

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Natalia (Natasha) Molotkova
Centurion Relationship Manager

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so if we have to change her flight (which happens a lot over here) then the points are gone? I think it is that if used, they are not redeemable...

It is up to you - you can get Flying Blue account from her or him. Once you have it, we need to issue Premium for upgrade, upgrade availability can't be guaranteed, once points are transferred to AF, they are nonreversible.

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Natalia (Natasha) Molotkova
Centurion Relationship Manager

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oh wow!...that is MUCH better! that is way less points to do with AF Flying Blue account..do we have to open Jeffrey? or it is automatic through Amex? I need to make sure Biz class is good for Karyna..

I got through...Jeffrey's AF frequent flyer number was cancelled back in 2009...so he is not a member, and the only way to upgrade would be through Amex..it also sounds like lots of restrictions to get an award to first...it seems the best option would be to purchase the premium economy seat and upgrade with points to Biz class (if Karyna..) Less real money up front and not an enormous amount of points used ...

OK, we got through - we can issue ticket as Premium Economy and after ticketing get upgrade - it is available for business. We will have to transfer AMEX points to AF Flying Blue account.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

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If they pick up first fro you, ask them if mileage upgrade available from premium economy to business and if

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ok super

And I am calling two. If you got them first, use record locator VG8PEM , I put it in Premium Economy.

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I can call Flying Blue...i have 2 phones on my desk ;)
Thank you you for below!
Do you think it would be less points to transfer them to AF? or you have no idea...

OK, Premium Economy seat on Air France is \$3956.33, business is \$10,136.73. So you can pay difference i
618 040 American Express points and 20 % back.

I can try to call Flying Blue - it is usually a very very long hold time with them, and if I am getting call, I have t
they have mileage upgrade available.

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Natalia (Natasha) Molotkova
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If we wanted to purchase the Premium economy seat and upgrade to Biz on the AF flights...what would this to upgrade? (sorry!)

I see you gave me premium economy price but it is different return flight...so not sure the pricing would be th

oops! sorry! you already gave me the biz price!

Can you tell me the biz class AF price?

thank you for the break down! Let me find out what he wishes to do....Keep the flight on HOLD for Karyna p

You can't upgrade Air France ticket through Delta. And you can't book Premier class with Air France using m with Air France.

You can check mileage availability on Air France at <https://www.flyingblue.com/fr/home/explorer> and I can tr

I checked mileage space via Delta, nothing available on Delta in business round trip as direct.

So, if the goal is First class, here are options:

- 1) pay whole first class ticket in points - 1 412 253 points and 20 % back.
- 2) pay for first class ticket partially in points - let say business class fare on Air France is \$10,136.73, so pay fare between business and first - \$4075.80 - pay in points 407 580 points and 20% back.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

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would it be less expensive to purchase as a Delta ticket and upgrade to first with Delta than AF?

So what is best idea for first class AF round trip for Karyna...? We buy coach fare and upgrade with points t

1 AF 99 06FEB MIA CDG 0440P 0715A

2 AF 6 14FEB CDG JFK 0120P 0355P

Ok. Let me ask him thx

Sent from my iPhone

First class:

1 AF 99 06FEB MIA CDG 0440P 0715A

2 AF 6 14FEB CDG JFK 0120P 0355P

TOTAL FARE - USD 14212.53

Business:

1 AA 62 06FEB MIA CDG 0625P 0905A

2 AA 45 14FEB CDG JFK 0955A 1235P

TOTAL FARE - USD 8343.53

Premium economy:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE

2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

\$3930.23

Coach:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE

2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

TOTAL FARE - USD 2772.23

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

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On it.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

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Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz or first class. Options Premium economy and economy price too. We need to compare. I was not given times to depart. What is b

Sent from my iPhone

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