

To: Amex Centurian Travel [REDACTED]
From: [REDACTED]
Sent: Fri 2/1/2019 3:21:29 PM
Subject: Re: Please send me info on how Jeffrey's points work for upgrading tickets

thank you!...Jeffrey wants us to start using points more...

On Feb 1, 2019, at 10:00 AM, Natalia Molotkova
<[REDACTED]> wrote:

20% if you pay for air only. Takes up to two billing cycles to get 205 on the account.

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

Hours: Mon through Friday 9AM-530PM EST

and you always get 20% back worth of points when we use them to Jeffrey's account...it can take up to ..? hours back?

ok, thanks

No, if you wish to pay with points for air, we can do it after travel, as long as charge hits the account, just not statement, or statement before.

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

Hours: Mon through Friday 9AM-530PM EST

does the transfer of Amex points to the airline need to be done before the travel occurs? or it can be done at

thank you!

To pay with points for upgrade - you book coach ticket and pay difference in fare (plus possible change fee) business/first class ticket partially with points (20% back), let's say you pay coach value with money and the 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 miles. But mileage upgrade could be tricky, has to be available, sometimes it is not the lowest fare to be upgraded to do it yourself (with certain airlines), but I can transfer points.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

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Hi Natasha...Jeffrey wants to sit down today and go over how points work for upgrading tickets...would it be a paragraph for me? I know it's pretty simple but I want to make sure I have it correct...

Thanking you in advance!

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