

To: [REDACTED]
From: [REDACTED]
Sent: Mon 2/4/2019 5:50:43 PM
Subject: Re: Change Karyna's ticket

Ok thanks.

Sent from my iPhone

On Feb 4, 2019, at 12:49 PM, [REDACTED] > wrote:

Yes, 17th or 19th.

Regards,
[REDACTED]

Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi [REDACTED]. I thought you just said I can upgrade her on 17th or 19th but not 18th? Is this correct?

Sent from my iPhone

9 upgrade is available, but not on the 18th, 17th or 19th.

Regards,
[REDACTED]

Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

So February 9-18? I am with them on the phone, I need to talk to you.

Regards,
[REDACTED]

Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Return needs to be 18th. Still in meeting. Sorry

Sent from my iPhone

I am holding - so far 21 minutes.

Regards,
[REDACTED]

Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

I heading into my [REDACTED] Will be off line for an hour at least!
Back to this as soon as I can.

Sent from my iPhone

Per AF reservations change has to be done with flying blue. Can you call them and see who first get them?

Regards,
[REDACTED]

Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

We might need to call Flying Blue to change it, please hold for them, I am calling just for regular reservations at AF.

Regards,
[REDACTED]

Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

I am getting new fare \$6928.43, like 3K more. Checking with AF how to change it.

Regards,
[REDACTED]

Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Checking availability. Meanwhile you can call AR Flying Blue and check if they have upgrade available for new flights.

Regards,
[REDACTED]

Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi [REDACTED] Hope you had a nice weekend. I just received the below from Jefffrey. This is the ticket that we worked on Friday using points. Can you change this ticket for her? I don't

know what will happen regarding upgrade. Hoping we can still get her a biz round class ticket. He said nothing about the return so I assume we will keep it the same.

please change karyna ticket to paris to sat the 9th arriving paris the 10 th thkx

Sent from my iPhone

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