

To: [REDACTED]  
From: [REDACTED] Molotkova  
Sent: Tue 4/23/2019 2:00:54 PM  
Subject: Change [REDACTED] ticket

Title: American Express ®

She is checked in for today's flight. Do you know what happened? Flight hasn't departed as yet, I can uncheck her and see if we can change ticket? She is definitely not going today?

Regards,  
[REDACTED] (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Hi, Lesley, let me have a look.

Regards,  
[REDACTED] (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha...we need to change [REDACTED] ticket to fly from Moscow to Paris to tomorrow April 24th departing Moscow around 5pm. (I think the record locator is [REDACTED]...but

WAIT, now I am looking...her flight was this morning ...so she missed the flight ...this will need to be a new purchase- one way from Moscow to Paris tomorrow departing Moscow around 5pm. We don't know when she will return or where yet...

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