

To: [REDACTED]
From: [REDACTED] Molotkova
Sent: Tue 4/23/2019 2:26:01 PM
Subject: Change [REDACTED] ticket

Title: American Express ®

OK, I requested refund for current ticket - \$704.54. Refund takes up to two billing cycles.

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$729.90.
- Ticket is non-refundable, EUR35.00 change penalty applies plus difference in fare

• **Wed, 24 Apr - Aeroflot 261 - Economy - 4h 0m**

Departing: Moscow Sheremetyevo Airport (SVO) at 6:00 pm

Arriving: Paris Charles de Gaulle Airport (CDG) at 9:00 pm

Please reply to this email and provide your authorization to proceed.

Regards,
[REDACTED] (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Flights tomorrow around 5:00PM, which one will work?

AF/SU 4935 SVO CDG 600P 900P

AF 1745 SVO CDG 645P 940P

Regards,
[REDACTED] (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi, Lesley, let me have a look.

Regards,

[REDACTED] (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

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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