

**To:** [REDACTED] Molotkova[REDACTED]@centurion.com]  
**From:** Lesley Groff  
**Sent:** Tue 4/23/2019 2:30:34 PM  
**Subject:** Re: Change [REDACTED] ticket

Ok on refund of first ticket  
What is The refundable price on this ticket?

Sent from my iPhone

On Apr 23, 2019, at 10:26 AM, [REDACTED] Molotkova <[REDACTED]@centurion.com> wrote:

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...

[Privacy Statement](#) | [Visit the Centurion Card website](#)

To learn more about e-mail security or report a suspicious e-mail, please visit us at [americanexpress.com/phishing](http://americanexpress.com/phishing).

© 2015 American Express. All rights reserved

American Express uses 3rd party concierge service providers who are not authorized to act on behalf of American Express and you acknowledge that American Express is in no way responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by the service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for servicing purposes.

