

**To:** Amex Centurian Travel [REDACTED]  
**From:** Lesley Groff  
**Sent:** Tue 4/23/2019 2:39:55 PM  
**Subject:** Re: Change [REDACTED] ticket

so true! yes, keep non-refutable and issue! thanks

On Apr 23, 2019, at 10:39 AM, Natalia Molotkova  
<[REDACTED]> wrote:

Ok to issue non-refundable? In case if you need cancel, we can still VOID it.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]@centurion.com

Hours: Mon through Friday 9AM-530PM EST

\$878.90.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]@centurion.com

Hours: Mon through Friday 9AM-530PM EST

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

Sent from my iPhone

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,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]@centurion.com

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,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
natalia.molotkova@centurion.com

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 definitely not going today?

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]@centurion.com

Hours: Mon through Friday 9AM-530PM EST

Hi, Lesley, let me have a look.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]@centurion.com

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha...we need to change [REDACTED] ticket to fly from Moscow to Paris to tomorrow April 24 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 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 not responsible 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. We are not responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for servicing purposes.

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,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED].com

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,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[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 the box if you want to definitely not going today?

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)

Hours: Mon through Friday 9AM-530PM EST

Hi, Lesley, let me have a look.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha...we need to change [REDACTED] ticket to fly from Moscow to Paris to tomorrow April 24  
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  
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 not 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 change our privacy statement at any time for servicing purposes.