

To: [REDACTED]
From: Natalia Molotkova
Sent: Thur 4/11/2019 4:30:39 PM
Subject: Possible flight for Karyna

Title: American Express ®

Thank you, issuing.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Please issue a ticket as stated below for Karyna. The CID number is [REDACTED]. Thank you!

Sent from my iPhone

I will need CID.

I will VOID ticket on Alitalia we issued yesterday (from Milan to Paris), request refund on Air France - \$5641.53 (takes up to two billing cycles to hit account).

New ticket:

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

- Total air reservation, including taxes and fees: \$3752.93 (\$2007.23 and 174 570 American Express points and 20% back - points are nonreversible) .
- Ticket is refundable, changes are subject to difference in fare.
- Sun, 14 Apr - American Airlines 207 - Business - 10h 45m
Departing: Malpensa Airport, Milan (MXP) at 9:10 am
Arriving: Miami Airport (MIA) at 1:55 pm

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

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Yes please pay the difference in Amex points! Issue ticket! I have approval to do it
Sent from my iPhone

Let me know, if I can proceed.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

got it thanks

Yes, correct, but like I mentioned over the phone, it is not upgrade, you just paying with points difference in fare.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

so if I understand correctly, we could pay \$2007.23 in cash for coach seat then 174,570 points to upgrade to biz seat? (the difference in fare from coach to biz is \$1745.70) We would also get 20% back points in a few billing cycles...

The only available direct flight with business class is American Airlines (do you have miles with American Airlines).

Money fare is \$3752.93.

AA 207 14APR MXP MIA 910A 155P

You can pay for the whole ticket using AMEX points - 375,293 points and 20% back, or you can pay with points just the difference in fare between coach and business (coach fare is \$2007.23)

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

then check availability for Karyna from Milan to Miami Sunday April 14, non stop, is upgrade available on flight? Price for biz seat and can we upgrade if we buy Economy upgrade with points? Karyna is currently holding a ticket to fly from Paris to New York on the 15th. We would just cancel that (I believe I bought fully refundable.) This would be a new ticket from Milan to Miami for her

from my iPhone

[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](#).

© 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.



I will need CID.

I will VOID ticket on Alitalia we issued yesterday (from Milan to Paris), request refund on Air France - \$5641.53 (takes up to two billing cycles to hit account).

New ticket:

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

- Total air reservation, including taxes and fees: \$3752.93 (\$2007.23 and 174 570 American Express points and 20% back - points are nonreversible) .
- Ticket is refundable, changes are subject to difference in fare.
- Sun, 14 Apr - American Airlines 207 - Business - 10h 45m
Departing: Malpensa Airport, Milan (MXP) at 9:10 am
Arriving: Miami Airport (MIA) at 1:55 pm

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

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Yes please pay the difference in Amex points! Issue ticket! I have approval to do it

Sent from my iPhone

Let me know, if I can proceed.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

got it thanks

Yes, correct, but like I mentioned over the phone, it is not upgrade, you just paying with points difference in fare.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

so if I understand correctly, we could pay \$2007.23 in cash for coach seat then 174,570 points to upgrade to biz seat? (the difference in fare from coach to biz is \$1745.70) We would also get 20% back points in a few billing cycles...

The only available direct flight with business class is American Airlines (do you have miles with American Airlines).

Money fare is \$3752.93.

AA 207 14APR MXP MIA 910A 155P

You can pay for the whole ticket using AMEX points - 375 293 points and 20% back, or you can pay with points just difference in fare between coach and business (coach fare is \$2007.23)

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

then check availability for karyna from milan to miami Sunday April 14, non stop, is upgrade available on flight? Price for biz seat and can we upgrade if we buy Economy upgrade with points? Karyna is currently holding a ticket to fly from Paris to New York on the 15th. We would just cancel that (I believe I bought fully refundable.) This would be a new ticket from Milan to Miami for her

from my iPhone

[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.

© 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.

