

To: [REDACTED]
From: Natalia Molotkova
Sent: Thur 4/11/2019 5:35:28 PM
Subject: [REDACTED]

Title: American Express ®

-ticket NY to Moscow for [REDACTED] was fully refundable I bought with Harrison last night. Can we void entire ticket including the Jet Blue she will not use. Then buy new Aeroflot Took it in economy flex price tag? The flight looks fine

Ticket, you issued last night, was exchange, so I can do partial refund, if any left (you know how it is with partially used tickets, they will reprise it as one way and refund the rest, if there is anything left), or exchange existing. You still want to cancel partially use ticket and issue FLEX fare in coach?

Ticket on Jet Blue was issued yesterday, so yes, will void it.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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