

**To:** [REDACTED]  
**Cc:** Lesley Groff [REDACTED]  
**From:** Bella Klein  
**Sent:** Mon 4/15/2019 1:26:50 PM  
**Subject:** Re: Flight

Did you get late to the airport that they closed gates? Should I ask for refund?

Thank you,  
Bella

[REDACTED]  
Tel: [REDACTED]

> On Apr 15, 2019, at 9:25 AM, [REDACTED] > wrote:  
>  
> Thank you Bella and Les,  
>  
> Finally managed to sort it, my own Visa card went through and I am on a flight  
out tonight.  
>  
> Thank you!!  
>  
> Sent from my iPhone  
>  
>> On Apr 15, 2019, at 2:54 PM, Bella Klein <[REDACTED]> wrote:  
>>  
>> Hi [REDACTED],  
>> Sorry about the mess. What payments are involved? Please provide details.  
Please let me know how can I help.  
>>  
>> Thank you,  
>> Bella  
>>  
>> [REDACTED]  
>> Tel: [REDACTED]  
>>  
>>  
>>> On Apr 15, 2019, at 8:47 AM, Lesley Groff <[REDACTED]> wrote:  
>>>  
>>> Oh [REDACTED] I'm so sorry to hear about your mess in Milan . However I am dealing  
with my own mess here in the United States my flights of been canceled I'm  
supposed to be in Texas I'm still in Connecticut please can Bella help you out  
she is going to be in the office in about 15 minutes I am trying to scurry out of  
my house with my son and I'm still packing I'm so sorry!!!  
>>>  
>>> Sent from my iPhone  
>>>  
>>>> On Apr 15, 2019, at 8:42 AM, [REDACTED] > wrote:  
>>>>  
>>>> Morning Les,  
>>>>  
>>>> I am literally stuck at Milan airport and have had the worst experience over  
the past 24 hours and especially this morning. They closed the gate on over 30 of  
us this morning. There are no representatives at the airport to help. I have  
tried to sort it out on my own so j wouldn't have to pay or be stressed with  
anything about it but now my payments from my own card are not going through.  
When I phone visa they say it's on the British airways side because I have enough  
funds and everything is ok with my card.

>>>> I'm sorry to involve you but I am exasperated at this point.  
>>>>  
>>>> Sent from my iPhone  
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