

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

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
>>
>> 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
>>