

**To:** [REDACTED]  
**Cc:** Lesley Groff [REDACTED]  
**From:** Bella Klein  
**Sent:** Mon 4/15/2019 2:08:10 PM  
**Subject:** Fwd: [REDACTED] flight

Hi [REDACTED],  
Please read email from Amex regarding your flight.  
Thank you,  
Bella

Begin forwarded message:

**From:** "Natalia Molotkova" <[REDACTED]>  
**Subject:** [REDACTED]  
**Date:** April 15, 2019 at 10:05:45 AM EDT  
**To:** [REDACTED]  
**Reply-To:** "Natalia Molotkova" <[REDACTED]>

Bella, please ask [REDACTED] to go back to BA desk, tell them, that she had existing reservation (ticket number [REDACTED]), BA advised she was no-show, ask BA to re-book her next available flight and use ticket she already has and possibly refund new straight ticket they issued.

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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