

To: Natalia Molotkova[REDACTED]
From: Lesley Groff
Sent: Thur 4/11/2019 8:37:40 PM
Subject: Re: [REDACTED]-Please quickly...

Ok. Good. And she can try and upgrade herself? Or this is biz cause that is what we had? Or all that is available. I need reminding. Too much back and forth!

Sent from my iPhone

On Apr 11, 2019, at 4:34 PM, Natalia Molotkova <[REDACTED]> wrote:

I changed her flight to April 16, JFK to Moscow, just waiting on exchange to be done, will try to rush it. You responded on disclosure on this flight. Flight departs at 7:20pm from JFK

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Let me check if exchange was done already.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Any possibles on this? I'm headign to NY for a charity event. I feel I've been working on This ticket since last during and then again early this morning and all day today. Probably cause I have. ?

Sent from my iPhone

EFTA_R1_01105808
EFTA02283778

Sorry, forgot, we booked her from JFK, disregard, please.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

This still says Miami airport departure. We need her to depart NY. She is going to NY on Sunday 14! NY to Moscow on Tues around 5pm?!

Sent from my iPhone

What about this one?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

OK, once we issue ticket as economy flex, she will have to call Aeroflot bonus desk, or whatever they call it, and request upgrade (there are some seats available for money, not sure about upgrade):

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

- Total air reservation, including taxes and fees: \$1001.60.
- Ticket is refundable, changes are subject to difference in fare.
- Tue, 16 Apr - Aeroflot 111 - Economy - 11h 15m
Departing: Miami Airport (MIA) at 6:00 pm
Arriving: Moscow Sheremetyevo Airport (SVO) at 12:15 pm (on the 17 Apr)

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

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, checking Tuesday.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Ok. Good deal. Thank you for the research. I'll have her call the line. But we are taking about a flight on TUESDAY now. Not Sunday (I know. Hard to keep up)

Sent from my iPhone

I spoke to Aeroflot - flex fare - it is Aeroflot she is talking about, let me see, if I can even book it this way on my end. As of now business sold out, but she can call Aeroflot mileage line, once ticket is issued, and put herself on wait list? Not sure how Aeroflot works. They will not talk to me on mileage line. Let me first try to price it as flex fare.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Of course. I looked and Jet Blue has such a fare. I think it is the fate where you can choose a seat and check a bag. So always a little more. But I think that is the economy seat you always give me.

Sent from my iPhone

I am not sure what economy flex, sounds like Aeroflot, I don't know. Usually flex means refundable. I can call Aeroflot, not sure how long it will take, please be patient.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

can you tell me what Economy Flex is? Is it only available on Aeroflot? if you purchase 'economy flex' is it easier to upgrade to biz? As far as I can tell you never even offer such a price tag to me...? I have heard of premium economy...biz and then first seats...is it when you get to 'check a bag and choose your seat'?

never mind...I recall she hates flying through JFK..

sure, check Aeroflot connecting flight from West Palm Beach through JFK for upgrade available...thanks

You said Miami and there is only one direct flight - Aeroflot, check connecting flights from West Palm Beach? Via JFK?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

so there are NO BIZ seats on any flights out of PB on Sunday 14th to Moscow?
what is economy flex? is that a better seat than economy seat? if so, price it for me if
it exists. however, she still could not upgrade herself to BIZ since all BIZ seats are sold
out, right?

Business class is sold out, so no upgrades available. Pricing economy flex.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Morning...can you tell me if there is any flight on Sunday April 14 from Miami to Moscow
where we can purchase an economy seat and then the passenger can upgrade herself to
biz? and if she does, how much money it would cost her to do so.? Is there any flight that
has 'economy flex'?

[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.



What about this one?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, once we issue ticket as economy flex, she will have to call Aeroflot bonus desk, or whatever they call it, and request upgrade (there are some seats available for money, not sure about upgrade):

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

- Total air reservation, including taxes and fees: \$1001.60.
- Ticket is refundable, changes are subject to difference in fare.
- Tue, 16 Apr - Aeroflot 111 - Economy - 11h 15m
Departing: Miami Airport (MIA) at 6:00 pm
Arriving: Moscow Sheremetyevo Airport (SVO) at 12:15 pm (on the 17 Apr)

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

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, checking Tuesday.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Ok. Good deal. Thank you for the research. I'll have her call the line. But we are taking about a flight on TUESDAY now. Not Sunday (I know. Hard to keep up)

Sent from my iPhone

I spoke to Aeroflot - flex fare - it is Aeroflot she is talking about, let me see, if I can even book it this way on my end. As for now business sold out, but she can call Aeroflot mileage line, once ticket is issued, and put herself on wait list? Not sure how Aeroflot works. They will not talk to me on mileage line. Let me first try to price it as flex fare.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Of course. I looked and Jet Blue has such a fare. I think it is the same where you can choose a seat and check a bag. So always a little more. But I think that is the economy seat you always give me.

Sent from my iPhone

I am not sure what economy flex, sounds like Aeroflot, I don't know. Usually flex means refundable. I can call Aeroflot, not sure how long it will take, please be patient.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

can you tell me what Economy Flex is? Is it only available on Aeroflot? if you purchase 'economy flex' is it easier to upgrade to biz? As far as I can tell you never even offer such a price tag to me...? I have heard of premium economy...biz and then first seats...is it when you get to 'check a bag and choose your seat'?

never mind...I recall she hates flying through JFK..

sure, check Aeroflot connecting flight from West Palm Beach through JFK for upgrade available...thanks

You said Miami and there is only one direct flight - Aeroflot, check connecting flights from West Palm Beach? Via JFK?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

so there are NO BIZ seats on any flights out of PB on Sunday 14th to Moscow?
what is economy flex? is that a better seat than economy seat? if so, yes, price it for me if it exists. however, she still could not upgrade herself to BIZ since all BIZ seats are sold out, right?

Business class is sold out, so no upgrades available. Pricing economy flex.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Morning...can you tell me if there is any flight on Sunday April 14 from Miami to Moscow where we can purchase an economy seat and then the passenger can upgrade herself to biz? and if she does, how much money it would cost her to do so.? Is there any flight that has 'economy flex'?

[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.



Thx

Sent from my iPhone

Sorry, forgot, we booked her from JFK, disregard, please.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

This still says Miami airport departure. We need her to depart NY. She is going to NY on Sunday 14! NY to Moscow on Tues around 5pm?!

Sent from my iPhone

What about this one?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

natalia.molotkova@centurion.com
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, once we issue ticket as economy flex, she will have to call Aeroflot bonus desk, or whatever they call it, and request upgrade (there are some seats available for money, not sure about upgrade):

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

- Total air reservation, including taxes and fees: \$1001.60.
- Ticket is refundable, changes are subject to difference in fare.
- Tue, 16 Apr - Aeroflot 111 - Economy - 11h 15m
Departing: Miami Airport (MIA) at 6:00 pm
Arriving: Moscow Sheremetyevo Airport (SVO) at 12:15 pm (on the 17 Apr)

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

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, checking Tuesday.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager
[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Ok. Good deal. Thank you for the research. I'll have her call the line. But we are taking about a flight on TUESDAY now. Not Sunday (I know. Hard to keep up)

Sent from my iPhone

I spoke to Aeroflot - flex fare - it is Aeroflot she is talking about, let me see, if I can even book it this way on my end. As of now business sold out, but she can call Aeroflot mileage line, once ticket is issued, and put herself on wait list? Not sure how Aeroflot works. They will not talk to me on mileage line. Let me first try to price it as flex fare.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Of course. I looked and Jet Blue has such a fare. I think it is the same where you can choose a seat and check a bag. So always a little more. But I think that is the economy seat you always give me.

Sent from my iPhone

I am not sure what economy flex, sounds like Aeroflot, I don't know. Usually flex means refundable. I can call Aeroflot, not sure how long it will take, please be patient.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

can you tell me what Economy Flex is? Is it only available on Aeroflot? if you purchase

'economy flex' is it easier to upgrade to biz? As far as I can tell you never even offer such a price tag to me...? I have heard of premium economy...biz and then first seats...is it when you get to 'check a bag and choose your seat'?

never mind...I recall she hates flying through JFK..

sure, check Aeroflot connecting flight from West Palm Beach through JFK for upgrade available...thanks

You said Miami and there is only one direct flight - Aeroflot, check connecting flights from West Palm Beach? Via JFK?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

so there are NO BIZ seats on any flights out of PB on Sunday 14th to Moscow?
what is economy flex? is that a better seat than economy seat? if so, price it for me if it exists. however, she still could not upgrade herself to BIZ since all BIZ seats are sold out, right?

Business class is sold out, so no upgrades available. Pricing economy flex.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Morning...can you tell me if there is any flight on Sunday April 14 from Miami to Moscow where we can purchase an economy seat and then the passenger can upgrade herself to biz? and if she does, how much money it would cost her to do so.? Is there any flight that has 'economy flex'?

[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.



What about this one?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

OK, once we issue ticket as economy flex, she will have to call Aeroflot bonus desk, or whatever they call it, and request upgrade (there are some seats available for money, not sure about upgrade):

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

- Total air reservation, including taxes and fees: \$1001.60.
- Ticket is refundable, changes are subject to difference in fare.
- Tue, 16 Apr - Aeroflot 111 - Economy - 11h 15m
Departing: Miami Airport (MIA) at 6:00 pm
Arriving: Moscow Sheremetyevo Airport (SVO) at 12:15 pm (on the 17 Apr)

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

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, checking Tuesday.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Ok. Good deal. Thank you for the research. I'll have her call the line. But we are taking about a flight on TUESDAY now. Not Sunday (I know. Hard to keep up)

Sent from my iPhone

I spoke to Aeroflot - flex fare - it is Aeroflot she is talking about, let me see, if I can even book it this way on my end. As of now business sold out, but she can call Aeroflot mileage line, once ticket is issued, and put herself on wait list? Not sure how Aeroflot works. They will not talk to me on mileage line. Let me first try to price it as flex fare.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Of course. I looked and Jet Blue has such a fare. I think it is the fate where you can choose a seat and check a bag. So always a little more. But I think that is the economy seat you always give me.

Sent from my iPhone

I am not sure what economy flex, sounds like Aeroflot, I don't know. Usually flex means refundable. I can call Aeroflot, not sure how long it will take, please be patient.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

can you tell me what Economy Flex is? Is it only available on Aeroflot? if you purchase 'economy flex' is it easier to upgrade to biz? As far as I can tell you never even offer such a price tag to me...? I have heard of premium economy...biz and then first seats...is it when you get to 'check a bag and choose your seat'?

never mind...I recall she hates flying through JFK..

sure, check Aeroflot connecting flight from West Palm Beach through JFK for upgrade available...thanks

You said Miami and there is only one direct flight - Aeroflot, check connecting flights from West Palm Beach? Via JFK?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

so there are NO BIZ seats on any flights out of PB on Sunday 14th to Moscow?
what is economy flex? is that a better seat than economy seat? if so, price it for me if it exists. however, she still could not upgrade herself to BIZ since all BIZ seats are sold out, right?

Business class is sold out, so no upgrades available. Pricing economy flex.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Morning...can you tell me if there is any flight on Sunday April 14 from Miami to Moscow where we can purchase an economy seat and then the passenger can upgrade herself to biz? and if she does, how much money it would cost her to do so.? Is there any flight that has 'economy flex'?

[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.



Sorry, forgot, we booked her from JFK, disregard, please.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

This still says Miami airport departure. We need her to depart NY. She is going to NY on Sunday 14! NY to Moscow on Tues around 5pm?!

Sent from my iPhone

What about this one?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, once we issue ticket as economy flex, she will have to call Aeroflot bonus desk, or whatever they call it, and request upgrade (there are some seats available for money, not sure about upgrade):

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

- Total air reservation, including taxes and fees: \$1001.60.
- Ticket is refundable, changes are subject to difference in fare.
- Tue, 16 Apr - Aeroflot 111 - Economy - 11h 15m

Departing: Miami Airport (MIA) at 6:00 pm
Arriving: Moscow Sheremetyevo Airport (SVO) at 12:15 pm (on the 17 Apr)

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

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, checking Tuesday.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Ok. Good deal. Thank you for the research. I'll have her call the line. But we are taking about a flight on TUESDAY now. Not Sunday (I know. Hard to keep up)

Sent from my iPhone

I spoke to Aeroflot - flex fare - it is Aeroflot she is talking about, let me see, if I can even book it this way on my end. As for now business sold out, but she can call Aeroflot mileage line, once ticket is issued, and put herself on wait list? Not sure how Aeroflot works. They will not talk to me on mileage line. Let me first try to price it as flex fare.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Of course. I looked and Jet Blue has such a fare. I think it is the same where you can choose a seat and check a bag. So always a little more. But I think that is the economy seat you

always give me.

Sent from my iPhone

I am not sure what economy flex, sounds like Aeroflot, I don't know. Usually flex means refundable. I can call Aeroflot, not sure how long it will take, please be patient.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

can you tell me what Economy Flex is? Is it only available on Aeroflot? if you purchase 'economy flex' is it easier to upgrade to biz? As far as I can tell you never even offer such a price tag to me...? I have heard of premium economy...biz and then first seats...is it when you get to 'check a bag and choose your seat'?

never mind...I recall she hates flying through JFK..

sure, check Aeroflot connecting flight from West Palm Beach through JFK for upgrade available...thanks

You said Miami and there is only one direct flight - Aeroflot, check connecting flights from West Palm Beach? Via JFK?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

so there are NO BIZ seats on any flights out of PB on Sunday 14th to Moscow?
what is economy flex? is that a better seat than economy seat? if so, yes, price it for me if it exists. however, she still could not upgrade herself to BIZ since all BIZ seats are sold out, right?

Business class is sold out, so no upgrades available. Pricing economy flex.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Morning...can you tell me if there is any flight on Sunday April 14 from Miami to Moscow where we can purchase an economy seat and then the passenger can upgrade herself to biz? and if she does, how much money it would cost her to do so.? Is there any flight that has 'economy flex'?

[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.



What about this one?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

OK, once we issue ticket as economy flex, she will have to call Aeroflot bonus desk, or whatever they call it, and request upgrade (there are some seats available for money, not sure about upgrade):

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

- Total air reservation, including taxes and fees: \$1001.60.
- Ticket is refundable, changes are subject to difference in fare.
- Tue, 16 Apr - Aeroflot 111 - Economy - 11h 15m
Departing: Miami Airport (MIA) at 6:00 pm
Arriving: Moscow Sheremetyevo Airport (SVO) at 12:15 pm (on the 17 Apr)

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

OK, checking Tuesday.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Ok. Good deal. Thank you for the research. I'll have her call the line. But we are taking

about a flight on TUESDAY now. Not Sunday (I know. Hard to keep up)

Sent from my iPhone

I spoke to Aeroflot - flex fare - it is Aeroflot she is talking about, let me see, if I can even book it this way on my end. As far now business sold out, but she can call Aeroflot mileage line, once ticket is issued, and put herself on wait list? Not sure how Aeroflot works. They will not talk to me on mileage line. Let me first try to price it as flex fare.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Of course. I looked and Jet Blue has such a fare. I think it is the fate where you can choose a seat and check a bag. So always a little more. But I think that is the economy seat you always give me.

Sent from my iPhone

I am not sure what economy flex, sounds like Aeroflot, I don't know. Usually flex means refundable. I can call Aeroflot, not sure how long it will take, please be patient.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

can you tell me what Economy Flex is? Is it only available on Aeroflot? if you purchase 'economy flex' is it easier to upgrade to biz? As far as I can tell you never even offer such a price tag to me...? I have heard of premium economy...biz and then first seats...is it when you get to 'check a bag and choose your seat'?

never mind...I recall she hates flying through JFK..

sure, check Aeroflot connecting flight from West Palm Beach through JFK for upgrade available...thanks

You said Miami and there is only one direct flight - Aeroflot, check connecting flights from West Palm Beach? Via JFK?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

so there are NO BIZ seats on any flights out of PB on Sunday 14th to Moscow?
what is economy flex? is that a better seat than economy seat? if so, yes, price it for me if it exists. however, she still could not upgrade herself to BIZ since all BIZ seats are sold out, right?

Business class is sold out, so no upgrades available. Pricing economy flex.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Morning...can you tell me if there is any flight on Sunday April 14 from Miami to Moscow where we can purchase an economy seat and then the passenger can upgrade herself to biz? and if she does, how much money it would cost her to do so.? Is there any flight that has 'economy flex'?

[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.

