

To: [REDACTED]
Cc: [REDACTED];
[REDACTED]
From: Natalia Molotkova
Sent: Mon 4/15/2019 2:18:13 PM
Subject: [REDACTED] flight

Title: American Express ®

I am sorry, I can't help with ticket that was issued by BA. And I can't request refund of the ticket we issued, due to it is non-refundable, sorry. Still should be somebody at the airport who represents BA, at the gate? With the computer?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Natasha,
Please see email from [REDACTED] and advise
Thank you,
Bella

[REDACTED]

On Apr 15, 2019, at 10:12 AM, [REDACTED] <[REDACTED]> wrote:

Hi Bella,
Please tell them that there is no BA ticket desk and there was British Airways representative. They closed the check in on us 1 hour and a couple of minutes before take off. There were about 30 of us still in the line and I was in the front. I have now put it on my own card and will have to take it up with British Airways. It was unbelievable that there was no one who could help us.

Thank you,

[REDACTED]

Sent from my iPhone

On Apr 15, 2019, at 4:08 PM, Bella Klein <[REDACTED]> wrote:

Hi [REDACTED],

Please read email from Amex regarding your flight.

Thank you,
Bella

[REDACTED]

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 1257350301433), BA advised she was no-show, ask BA to re-book her next available flight and 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

[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.

[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.

