

To: [REDACTED]
From: Natalia Molotkova
Sent: Mon 4/29/2019 3:37:30 PM
Subject: Flight change - URGENT

Title: American Express ®

OK

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok, let me get permission from Jeffrey to purchase new tickets on direct flight...I will come back to you.

Linda called for me to Scandinavian Air, and she said:

Per Eric at SK, they can get a refund on the portion that they did not take should they decline the protected flight. The refund will have to be processed through their Refunds Department. Nothing has been changed at this time.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, calling.

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

correct...lets see what they have to say...

OK, but not yet to cancel the re-protection from Scandinavian?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

yes, I actually think a direct flight is WAY better. thank you!!!!

\$1001.70 per ticket. Should I call Scandinavian Airlines and ask if they can refund cancelled flight?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

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ok good deal. what would be the cost for this direct flight? would we get a credit for the other flights?

I am holding two seats at Norwegian:

DY 7012 30APR JFK CPH 1130P 105P 01MAY

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

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oh my! OK...let me contact [REDACTED]. thank you for being on top of this.

Dear Lesley, and here we go - [REDACTED] [REDACTED] and [REDACTED] they used to have return flight as

SK 910 30APR EWR CPH 535P 715A 01MAY

Looks like flight was cancelled by the airline and they were rebooked (by the airline, I don't even have control over ticket any longer) with

BA 182 01MAY JFKLHR 1100P 1105A 02MAY - premium economy
BA 818 02MAY LHRCPH 205P 500P HRS /D- economy

Can you ask if it works for them? If not, not sure what to do, but I can call airline for something different. Or I can book Norwegian Air for them and try to get refund for cancelled flight?

Regards,
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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