

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Mon 4/29/2019 4:07:08 PM
Subject: Re: Flight change - URGENT

Jeffrey is in a meeting...please keep the Norwegian Air on HOLD for us!

On Apr 29, 2019, at 11:37 AM, Natalia Molotkova
<[REDACTED]> wrote:

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 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]

Hours: Mon through Friday 9AM-530PM EST

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]

Hours: Mon through Friday 9AM-530PM EST

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

Dear Lesley, and here we go - [REDACTED] [REDACTED] and Marco Rossi, 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)

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 try to get refund for cancelled flight?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



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.