

**To:** [REDACTED]  
**From:** Natalia Molotkova  
**Sent:** Thur 4/11/2019 4:16:05 PM  
**Subject:** Possible flight for Karyna

Title: American Express ®

I will need CID.

I will VOID ticket on Alitalia we issued yesterday (from Milan to Paris), request refund on Air France - \$5641.53 (takes up to two billing cycles to hit account).

New ticket:

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

- Total air reservation, including taxes and fees: \$3752.93 (\$2007.23 and 174 570 American Express points and 20% back - points are nonreversible) .
- Ticket is refundable, changes are subject to difference in fare.
- Sun, 14 Apr - American Airlines 207 - Business - 10h 45m  
Departing: Malpensa Airport, Milan (MXP) at 9:10 am  
Arriving: Miami Airport (MIA) at 1:55 pm

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

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]  
Hours: Mon through Friday 9AM-530PM EST

Yes please pay the difference in Amex points! Issue ticket! I have approval to do it

Sent from my iPhone

Let me know, if I can proceed.

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

got it thanks

Yes, correct, but like I mentioned over the phone, it is not upgrade, you just paying with points difference in fare.

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

so if I understand correctly, we could pay \$2007.23 in cash for coach seat then 174,570 points to upgrade to biz seat? (the difference in fare from coach to biz is \$1745.70) We would also get 20% back points in a few billing cycles...

The only available direct flight with business class is American Airlines (do you have miles with American Airlines).

Money fare is \$3752.93.

AA 207 14APR MXP MIA 910A 155P

You can pay for whole ticket using AMEX points - 375 293 points and 20% back, or you can pay with points just difference in fare between coach and business (coach fare is \$2007.23)

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

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then check availability for karyna from milan to miami Sunday April 14,  
non stop, is upgrade available on flight? Price for biz seat and can we upgrade if we buy Economy  
upgrade with points? Karyna is currently holding a ticket to fly from Paris to New York on the 15th.  
We would just cancel that (I believe I bought fully refundable. ) This would be a new ticket from  
Milan to Miami for her

from my iPhone

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