

To: Amex Centurian Travel[centurionsupport@centurion.com]
From: Lesley Groff
Sent: Thur 4/11/2019 1:11:18 AM
Subject: Re: ARM- [REDACTED] - 12APR19- Flight Options App roval Required - Record -
[REDACTED]

oh gosh! thank you! I just sent you an email ...my phones are not working...let me look this over..thank you!

On Apr 10, 2019, at 9:10 PM, Centurion Support <centurionsupport@centurion.com> wrote:

American Express Document Reference Number: [REDACTED]
American Express Record Locator: [REDACTED]

Hi Lesley,

Thank you for contacting Centurion services. It was a pleasure speaking with you today. Your response is re availability are subject change.

Pursuant to our conversation today we confirmed if [REDACTED] is currently in St. Thomas the current work Friday April 12, 2019 and will result in a misconnect in Miami, FL so this flight needs to be changed on Moscow, Russia on April 12, 2019 and adding the Jet Blue Airlines flights from St. Thomas to JFK, NY.

Current Flight Information that needs authorization and approval to change.

Aeroflot - Economy - Current Seat 32G

Flight Number 111 departs (MIA) Miami, FL 12APR19 at 6:00pm and arrives into Moscow, Russia 13PR19 a

Aeroflot Airlines Confirmation BNPMYS

Please note the flight on April 12, 2019 Aeroflot only has Business Class seats, everything else is sold out. A best option to issue new tickets on Jet Blue Airlines and exchange the current on Aeroflot ticket from Miami to 12, 20019.

Proposal Option - Prices and availability are subject to change until reservation is ticketed and confirmed.

Fri, 12 Apr - JetBlue 61035 - Economy - 0h 39m - 68 Miles

Departing: Cyril E. King Airport, St. Thomas (STT) at 9:40 am

Arriving: Luis Munoz Marin International Airport, San Juan (SJU) at 10:19 am

-----Short Connection--Transit Time: 0h 32m-----

Fri, 12 Apr - JetBlue 6 - Economy - 4h 7m - 1600 Miles

Departing: Luis Munoz Marin International Airport, San Juan (SJU) at 10:51 am

Arriving: New York John F Kennedy Airport, (JFK) at 2:58 pm

Depending on availability we can also look into getting [REDACTED] "Even More Space Seats" on Jet Blue Airlines, a Even More seats vary in cost and would be an additional cost from the quotes below if you decide to add this off and depends on availability.

Total air reservation, including taxes and fees:

Ticket is non-refundable \$150.00 change/cancel penalty applies plus difference in fare or

Refundable \$686.17. \$0.00 change/cancel penalty applies plus difference in fare.

Fri, 12 Apr - Aeroflot 111 - Economy - 11h 15m - 6137 Miles

Departing: Miami Airport (MIA) at 6:00 pm

Arriving: Moscow Sheremetyevo Airport (SVO) at 12:15 pm (on the 13 Apr)

Changing to

Fri, 12 Apr - Aeroflot 103 - Business - 9h 25m - 5116 Miles

Departing: New York John F Kennedy Airport, (JFK) at 7:20 pm

Arriving: Moscow Sheremetyevo Airport (SVO) at 11:45 am (on the 13 Apr)

Breakdown of exchange on Aeroflot and total add collect to include the Jet Blue Flights.

Old Fare on Aeroflot \$1,085.83

New Fare on Aeroflot \$4,140.93

Change Fee \$0.00

Total Add collect for Aeroflot to change from economy to Business Class only one seat available. \$3,055.10

If you elect to do the non-refundable fare on Jet Blue and to include the Aeroflot exchange is \$3,416.26

If you elect to do the fully refundable fare on Jet Blue and to include the Aeroflot exchange is \$3,741.27

Attempted to try your cell twice and left two voice mails. Aeroflot will not allow us to hold on the same day two Business Class seat on April 12, 2019. To prevent [REDACTED] Aeroflot flight from all together being on the same day. If a seat available, please keep in mind inventory can change. Please note in situation this critical and close to date working in real time is the preferred method, to prevent these situations for surfacing.

Please reply to this email and provide your authorization to proceed. Please keep in mind which option you would like to take. In the event you would like to proceed with the fully refundable fare on Jet Blue and to include the Aeroflot exchange is \$3,741.27. Please note in this matter please reference American Express document reference number 190411-004048. Doing so will allow us to proceed with the fully refundable fare on Jet Blue and to include the Aeroflot exchange is \$3,741.27. Please note in this email file notes.

Kind Regards,

Harrison Berrier

Associate Relationship Manager/Centurion

From Centurion Support on behalf of your Relationship Manager Natalia X Molotkova

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