

**To:** Amex Centurian Travel [REDACTED]  
**From:** [REDACTED]  
**Sent:** Thur 5/23/2019 4:10:58 PM  
**Subject:** Re: Change ticket [REDACTED] 16MAY19 NALWUQ (Need hotel & train ticket!)

1st class is perfect.

On May 23, 2019, at 11:57 AM, Natalia Molotkova  
<[REDACTED]> wrote:

1st class - \$327, Premier - \$365.00

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

lets do 2:01pm  
can I have price of premium economy and biz? (or is it first?)

On May 23, 2019, at 11:49 AM, Natalia Molotkova <[REDACTED]> wrote:

Trains are:

At 2:01pm or 3:31pm, which one? What class?

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, working on train.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

for the moment we will not book this hotel for [REDACTED].. researching her to stay with a friend instead... train ticket next! :)

On May 23, 2019, at 10:11 AM, Natalia Molotkova <[REDACTED]> wrote:

**Hotel:**

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

**INTERCONTINENTAL LONDON PARK  
ONE HAMILTON PLACE PARK LANE  
LONDON GB W1J 7QY**

**CLASSIC ROOM**

** 429.00	EFF 30MAY - 31MAY
439.00	EFF 31MAY - 02JUN

- Estimated total for hotel reservation: GBP1307.00. Daily resort and additional fees may apply.

**SUPERIOR ROOM**

** 469.00	EFF 30MAY - 01JUN
499.00	EFF 01JUN - 02JUN

- Estimated total for hotel reservation: GBP1437.00. Daily resort and additional fees may apply.

**DELUXE ROOM**

** 519.00	EFF 30MAY - 31MAY
529.00	EFF 31MAY - 01JUN
565.00	EFF 01JUN - 02JUN

- Estimated total for hotel reservation: GBP1613.00. Daily resort and additional fees may apply.

**EXECUTIVE ROOM**

** 549.00	EFF 30MAY - 31MAY
559.00	EFF 31MAY - 01JUN
619.00	EFF 01JUN - 02JUN

- Estimated total for hotel reservation: GBP1727.00. Daily resort and additional fees may apply.

Cancellation policy - 1 days prior to arrival.

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

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

great. thanks

On May 23, 2019, at 9:40 AM, Natalia Molotkova <[natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)> w

OK, working on train and hotel next.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Great! Please issue ticket as stated below. thanks

On May 23, 2019, at 9:36 AM, Natalia Molotkova <[REDACTED]>

Let's start with air first:

Your response is required to complete this reservation. Prices and availa

- Total air reservation, including taxes and fees: \$0.00 (exchange with r
- Ticket is refundable, changes are subject to difference in fare.

**• Thu, 30 May - British Airways 6 - Business - 12h 25m**

Departing: Tokyo Narita Airport (NRT) at 12:55 pm

Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

good to know...  
hoping you feel good as new asap!

Morning, thank you , I am OK.

## Working on exchange.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London the intercontinental hotel in London May 30-June 2. Then she needs a train ticket

FLIGHTS | HOTELS

RECORD LOCATOR: NALW!

Y6

DO NOT REPLY TO THIS EMAIL. This system cannot accept incoming messages. If you need to contact us, please do so via the Service at 1-800-555-1234.

If airline tickets are purchased for this

Airline Baggage Fee/Rules may apply  
<https://myamextravel.com/baggage>

## Other Information

- CITIZENS OF FRANCE MUST CARRY A VALID PASSPORT

## Paris to Osaka

**FLIGHT AF 292**

### DEPARTING

Thu, May 16 2019, 01:55 PM  
Paris  
Charles De Gaulle (CDG)

### ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

### Air France

Operated By Air France

Non-stop  
Duration:11 Hrs 50 Mins  
Departure Terminal:Terminal 2 F  
Arrival Terminal:Terminal 1

## FLIGHT INFORMATION

Your Seats: 10B  
W Premium Economy  
Boeing 777-200/200Er  
Meals: Meals Snack

## FLIGHT CONFIRMATION

Air France: KJWGU6

Tokyo to London

## FLIGHT BA 6

### DEPARTING

Fri, May 31 2019, 12:55 PM  
Tokyo  
Narita International Airport (NRT)

### ARRIVING

Fri, May 31 2019, 05:20 PM  
London  
London Heathrow (LHR)

### British Airways

Operated By British Airways

Non-stop  
Duration:12 Hrs 25 Mins  
Departure Terminal:Terminal 2

Arrival Terminal: Terminal 5

#### FLIGHT INFORMATION

Your Seats: 11J  
C Business Class  
Boeing 787-9  
Meals: Meals  
Baggage: 2PC per adult

#### FLIGHT CONFIRMATION

British Airways: KJWGU6

#### TRAVEL

#### E-TICKET

Ticket BA 1257360900126-14MAY  
Ticket AF 0577360900127-14MAY  
Ticket BA 1257361745479-17MAY

#### NEED EMERGENCY ASSISTANCE OR ASSIST HOTLINE

When you travel more than 100 miles from home, you may need emergency assistance. American Express Assist can help with medical, legal, financial or other select emergencies, including medical and legal referrals, Protection from identity theft and more. Card Members may be responsible for costs of services provided by service providers.

1-800-333-AMEX (toll-free) 1-715-343-2222

Manage

View and manage your Trip by logging

Entry and Exit Information for Travel

American Express recommends that you review [www.Visacentral.com](http://www.Visacentral.com) for the most up-to-date entry and exit requirements for your travel destination. American Express cannot guarantee the accuracy of the information on this site and expressly disclaims any liability for any information contained on that site.

You may receive customer service emails from American Express. To receive email marketing offers from American Express, please review the American Express privacy statement at [www.americanexpress.com/privacy](http://www.americanexpress.com/privacy).

See attached itinerary PDF or link for full details.

PDF itinerary attachment:  
If you are unable to view the PDF attachment, you can download the free Adobe Acrobat Reader. Refer to website below to download the latest version of the Adobe Acrobat Reader.

<http://www.adobe.com/products/acrobat/standard/index.html>

Thank you for choosing American Express for your trip. Enjoy your pleasant trip.

Please be advised that certain mandatory fees may be imposed on your trip, including but not limited to, daily resort or facility fees, which are typically non-refundable and payable to the hotel operator at check-out. Please contact your travel agent or the hotel to inquire with the hotel before your trip regarding the amount and type of fees and charges.

Liability Statement. American Express and its parent, subsidiaries, affiliates and

act as an agent for travel suppliers and shall not be liable for any loss, injury, property resulting, directly or indirectly, suppliers, including but not limited to services, cessation of operations, accidents, changes in fares, itineraries or schedules, earthquakes, floods, climatic aberrations, unrest, strikes, riots, theft, disease, accidents, internet, telecommunications lines or facilities, or any other cause beyond the control of the agent.

**Intermediary Disclosure.** Amex assists making arrangements that meet your factors in identifying travel suppliers to itineraries. In this role, we are acting as fiduciary. We want you to be aware that as well as incentives for reaching sales time may also provide incentives to our may also provide compensation to us for services that we perform for them, such as marketing channels, participating in marketing technology initiatives. In addition, we receive compensation when customers use the American Express products to pay for supplier products and enter into other business relationships including levels and types of compensation subject to change. In identifying suppliers, we may consider a number of factors, including preferences. The relationships we have with suppliers we identify and the itineraries

California State Seller of Travel Registration  
State Seller of Travel Registration Number  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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](http://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. American Express is not responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products is against the service provider, and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize or incur in connection with these services.

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund)
- Ticket is refundable, changes are subject to difference in fare.
- **Thu, 30 May - British Airways 6 - Business - 12h 25m**  
Departing: Tokyo Narita Airport (NRT) at 12:55 pm  
Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

good to know...  
hoping you feel good as new asap!

Morning, thank you , I am OK.

## Working on exchange.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to depart from the intercontinental hotel in London May 30-June 2. Then she needs a train ticket from London to [REDACTED] on June 2.

FLIGHTS | HOTELS | CAR

RECORD LOCATOR: **NALWUQ**

YOUR

DO NOT REPLY TO THIS EMAIL. This mes

cannot accept incoming messages. If you have  
Service at 1-██████████.

If airline tickets are purchased for this itinerary,  
Airline Baggage Fee/Rules may apply and can be found at  
<https://myamextravel.com/baggage>

---

## Other Information

---

- CITIZENS OF FRANCE MUST CARRY A

---

Paris to Osaka

FLIGHT AF 292

---

### DEPARTING

Thu, May 16 2019, 01:55 PM  
Paris  
Charles De Gaulle (CDG)

### ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

---

Air France

Operated By Air France

Non-stop  
Duration:11 Hrs 50 Mins  
Departure Terminal:Terminal 2 F  
Arrival Terminal:Terminal 1

#### FLIGHT INFORMATION

Your Seats: 10B  
W Premium Economy  
Boeing 777-200/200Er  
Meals: Meals Snack

#### FLIGHT CONFIRMATION

Air France: KJWGU6

Tokyo to London

#### FLIGHT BA 6

#### DEPARTING

Fri, May 31 2019, 12:55 PM  
Tokyo  
Narita International Airport (NRT)

#### ARRIVING

Fri, May 31 2019, 05:20 PM  
London  
London Heathrow (LHR)

British Airways

Operated By British Airways

Non-stop

Duration:12 Hrs 25 Mins

Departure Terminal:Terminal 2

Arrival Terminal:Terminal 5

#### FLIGHT INFORMATION

Your Seats: 11J

C Business Class

Boeing 787-9

Meals: Meals

Baggage: 2PC per adult

#### FLIGHT CONFIRMATION

British Airways: KJWGU6

#### TRAVELL

#### E-TICKET

Ticket BA 1257360900126-14MAY

Ticket AF 0577360900127-14MAY

Ticket BA 1257361745479-17MAY

NEED EMERGENCY ASSISTANCE ON YOUR TRIP?  
ASSIST HOTLINE

When you travel more than 100 miles from home, you may need help with medical, legal, financial or other select emergency concerns. American Express Travel can assist you with these concerns, including medical and legal referrals, PP# XX

more. Card Members may be responsible for service providers.

**1-800-333-AMEX (toll-free) 1-715-343-7977**

Manage Your

View and manage your Trip by logging onto [American Express Travel](#).

Entry and Exit Information for Travel

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up-to-date requirements for your travel destination. Due to the nature of the information on this site, American Express cannot guarantee the accuracy of the information and expressly disclaims any liability for any inaccuracies contained on that site.

You may receive customer service emails even if you do not currently travel with American Express. To learn more about our email practices, please review the American Express Privacy Statement at [www.americanexpress.com/privacy](#).

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, you can download the free Adobe Acrobat Reader. Refer to website below to download and install.

<http://www.adobe.com/products/acrobat/readstep2.html>

Thank you for choosing American Express Credit Cards. Enjoy your pleasant trip.

Please be advised that certain mandatory hotel fees, such as taxes and service charges, not limited to, daily resort or facility fees, may be assessed and are non-refundable and payable to the hotel operator at check-out from the hotel.

inquire with the hotel before your trip regarding such charges.

**Liability Statement.** American Express Travel and its parent, subsidiaries, affiliates and representatives act as an agent for travel suppliers and you shall not be liable for any loss, injury, expense or property resulting, directly or indirectly, from travel suppliers, including but not limited to delays, cancellations, services, cessation of operations, accidents or changes in fares, itineraries or schedules; or earthquakes, floods, climatic aberrations, acts of unrest, strikes, riots, theft, disease, accidents or internet, telecommunications lines or facilities or systems, or any other cause beyond the control of American Express Travel.

**Intermediary Disclosure.** Amex assists you in making arrangements that meet your individual factors in identifying travel suppliers to you and your itineraries. In this role, we are acting as an independent fiduciary. We want you to be aware that certain compensation, as well as incentives for reaching sales targets, time may also provide incentives to our travel suppliers. We may also provide compensation to us for various services that we perform for them, such as giving them access to our marketing channels, participating in marketing technology initiatives. In addition, we receive compensation when customers use the American Express Card to pay for supplier products and services. We may enter into other business relationships with suppliers, including levels and types of compensation and subject to change. In identifying suppliers and itineraries, we may consider a number of factors, including your preferences. The relationships we have with suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration License  
State Seller of Travel Registration Number: U  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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](http://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/or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by the American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to

OK, working on train and hotel next.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]@[REDACTED]

[REDACTED] EST

Great! Please issue ticket as stated below. thanks

On May 23, 2019, at 9:36 AM, Natalia Molotkova <[REDACTED]> w

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund

- Ticket is refundable, changes are subject to difference in fare.

- **Thu, 30 May - British Airways 6 - Business - 12h 25m**

Departing: Tokyo Narita Airport (NRT) at 12:55 pm

Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

good to know...

hoping you feel good as new asap!

Morning, thank you , I am OK.

Working on exchange.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to dep the intercontinental hotel in London May 30-June 2. Then she needs a train ticket from L

FLIGHTS | HOTELS | CARS

EFTA\_R1\_01113105

EFTA02286692

RECORD LOCATOR: **NALWUQ**

YOUR T

---

DO NOT REPLY TO THIS EMAIL. This message is for internal use only. We are a company that cannot accept incoming messages. If you have any questions, please contact our Customer Service at 1-[REDACTED].

If airline tickets are purchased for this itinerary, the airline's Baggage Fee/Rules may apply and can be found at <https://myamextravel.com/baggage>.

---

#### Other Information

---

- CITIZENS OF FRANCE MUST CARRY A VISA

---

Paris to Osaka

FLIGHT AF 292

---

DEPARTING

Thu, May 16 2019, 01:55 PM

EFTA\_R1\_01113106  
EFTA02286693

Paris  
Charles De Gaulle (CDG)

#### ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

---

#### Air France

Operated By Air France

Non-stop

Duration:11 Hrs 50 Mins  
Departure Terminal:Terminal 2 F  
Arrival Terminal:Terminal 1

---

#### FLIGHT INFORMATION

Your Seats: 10B  
W Premium Economy  
Boeing 777-200/200Er  
Meals: Meals Snack

---

#### FLIGHT CONFIRMATION

Air France: KJWGU6

Tokyo to London

---

#### FLIGHT BA 6

---

#### DEPARTING

Fri, May 31 2019, 12:55 PM  
Tokyo  
Narita International Airport (NRT)

#### ARRIVING

Fri, May 31 2019, 05:20 PM  
London  
London Heathrow (LHR)

#### British Airways

Operated By British Airways

Non-stop  
Duration:12 Hrs 25 Mins  
Departure Terminal:Terminal 2  
Arrival Terminal:Terminal 5

#### FLIGHT INFORMATION

Your Seats: 11J  
C Business Class  
Boeing 787-9  
Meals: Meals  
Baggage: 2PC per adult

#### FLIGHT CONFIRMATION

British Airways: KJWGU6

TRAVELLE



## E-TICKET

Ticket BA 1257360900126-14MAY

Ticket AF 0577360900127-14MAY

Ticket BA 1257361745479-17MAY

## NEED EMERGENCY ASSISTANCE ON YOUR TRIP? ASSIST HOTLINE

When you travel more than 100 miles from home, you can call the American Express Assist Hotline for legal, financial or other select emergency coordination services, including medical and legal referrals, PP# XXX-XXX-XXXX, 24 hours a day, 7 days a week. Card Members may be responsible for the cost of services provided.

**1-800-333-AMEX** (toll-free) **1-715-343-7977** (direct)

Manage Your Trip

View and manage your Trip by logging onto [AmericanExpress.com/Travel](#)

## Entry and Exit Information for Travel

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date requirements for your travel destination. Due to the nature of the information on this site, American Express cannot guarantee the accuracy of the information. American Express expressly disclaims any liability for any inaccuracies contained on that site.

You may receive customer service emails even if you do not request them. To receive email marketing offers from American Express, please review the American Express privacy statement at [www.americanexpress.com/privacy](#)

See attached itinerary PDF or link for full terms

PDF itinerary attachment:

If you are unable to view the PDF attachment, you can use the Adobe Acrobat Reader. Refer to website below to download and install the latest version of the Adobe Acrobat Reader.

<http://www.adobe.com/products/acrobat/readstep2.html>

Thank you for choosing American Express Central. We hope you have a pleasant trip.

Please be advised that certain mandatory hotel charges, such as taxes and fees, not limited to, daily resort or facility fees, may be imposed on your bill and are payable to the hotel operator at check-out from the hotel. It is recommended to inquire with the hotel before your trip regarding the amount and type of such charges.

**Liability Statement.** American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives act as an agent for travel suppliers and you understand that American Express shall not be liable for any loss, injury, expense or damage resulting from property resulting, directly or indirectly, from (1) acts or omissions of travel suppliers, including but not limited to delays, overbooking, cancellation of services, cessation of operations, accidents or malfunctions, changes in fares, itineraries or schedules; or (2) acts of God, such as earthquakes, floods, climatic aberrations, acts of terrorism, civil unrest, strikes, riots, theft, disease, accidents or malfunctions of the Internet, telecommunications lines or facilities, power systems, or any other cause beyond the control of American Express.

**Intermediary Disclosure.** Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We use various factors in identifying travel suppliers to you and in developing your travel itineraries. In this role, we are acting as an independent travel agent and fiduciary. We want you to be aware that certain travel suppliers may receive compensation, as well as incentives for reaching sales targets. We may also receive compensation for time spent assisting you with travel arrangements. We may also provide incentives to our travel agents for referring customers to us. We may also provide compensation to us for various services that we perform for them, such as grants, advertising, using our marketing channels, participating in marketing programs, and other technology initiatives. In addition, we receive compensation when customers use the American Express Card to pay for travel products and services. We may also enter into other business relationships with suppliers, including levels and types of compensation and other arrangements.

subject to change. In identifying suppliers and itineraries, we may consider a number of factors, including our own preferences. The relationships we have with suppliers, the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration No.  
State Seller of Travel Registration Number: UBT  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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](http://americanexpress.com/phishing).  
© 2015 American Express. All rights reserved

© 2010 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 are not 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 cancel purchases.

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund of \$38)
- Ticket is refundable, changes are subject to difference in fare.

**• Thu, 30 May - British Airways 6 - Business - 12h 25m**

Departing: Tokyo Narita Airport (NRT) at 12:55 pm

Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

good to know...

hoping you feel good as new asap!

Morning, thank you , I am OK.

Working on exchange.

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to depart on [REDACTED] intercontinental hotel in London May 30-June 2. Then she needs a train ticket from London to P

FLIGHTS | HOTELS | CARS | C

EFTA\_R1\_01113112

EFTA02286699

RECORD LOCATOR: **NALWUQ**

YOUR TR

DO NOT REPLY TO THIS EMAIL. This message cannot accept incoming messages. If you have Service at 1- [REDACTED].

If airline tickets are purchased for this itinerary: Airline Baggage Fee/Rules may apply and can be found at <https://myamextravel.com/baggage>

---

#### Other Information

---

- CITIZENS OF FRANCE MUST CARRY A VALID PASSPORT

---

Paris to Osaka

FLIGHT AF 292

---

**DEPARTING**

Thu, May 16 2019, 01:55 PM

Paris

Charles De Gaulle (CDG)

**ARRIVING**

Fri, May 17 2019, 08:45 AM

Osaka

Kansai International (KIX)

**Air France**

Operated By Air France

Non-stop

Duration: 11 Hrs 50 Mins

Departure Terminal: Terminal 2 F

Arrival Terminal: Terminal 1

**FLIGHT INFORMATION**

Your Seats: 10B

W Premium Economy

Boeing 777-200/200ER

Meals: Meals Snack

**FLIGHT CONFIRMATION**

Air France: KJWGU6

Tokyo to London

**FLIGHT BA 6**

**DEPARTING**

Fri, May 31 2019, 12:55 PM  
Tokyo  
Narita International Airport (NRT)

**ARRIVING**

Fri, May 31 2019, 05:20 PM  
London  
London Heathrow (LHR)

**British Airways**

Operated By British Airways

Non-stop  
Duration: 12 Hrs 25 Mins  
Departure Terminal: Terminal 2  
Arrival Terminal: Terminal 5

**FLIGHT INFORMATION**

Your Seats: 11J  
C Business Class  
Boeing 787-9  
Meals: Meals  
Baggage: 2PC per adult

**FLIGHT CONFIRMATION**

British Airways: KJWGU6

**TRAVELLER**

**E-TICKET**

Ticket BA 1257360900126-14MAY

Ticket AF 0577360900127-14MAY

Ticket BA 1257361745479-17MAY

---

**NEED EMERGENCY ASSISTANCE ON YOUR TRIP?  
ASSIST HOTLINE**

When you travel more than 100 miles from home, you can call the American Express Assist Hotline for legal, financial or other select emergency coordination services, including medical and legal referrals, PP# XXXXX, 24 hours a day, 7 days a week. Card Members may be responsible for the cost of services provided by third-party service providers.

**1-800-333-AMEX** (toll-free) **1-715-343-7977** (direct)

Manage Your Trip

View and manage your Trip by logging onto [AmericanExpress.com](#)

**Entry and Exit Information for Travel**

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date requirements for your travel destination. Due to the nature of the information on the Internet, American Express cannot guarantee the accuracy of the information contained on that site. American Express expressly disclaims any liability for any inaccuracies contained on that site.

You may receive customer service emails even if you have not requested them.

receive email marketing offers from American Express. To learn more about our email practices, please review the American Express [Privacy Statement](http://www.americanexpress.com/privacy).

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, enter Adobe Acrobat Reader. Refer to website below to download and install.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion. Have a pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, not limited to, daily resort or facility fees, may be payable to the hotel operator at check-out from the hotel. Please inquire with the hotel before your trip regarding the amount and type of such charges.

**Liability Statement.** American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives act as an agent for travel suppliers and you understand that we shall not be liable for any loss, injury, expense or damage to you resulting from any act or omission of a travel supplier, including but not limited to delays, overbookings, cancellations, changes in services, cessation of operations, accidents or force majeure, changes in fares, itineraries or schedules; or (2) acts of nature, such as earthquakes, floods, climatic aberrations, acts of terrorism, civil unrest, strikes, riots, theft, disease, accidents or other events beyond our control, or damage to the internet, telecommunications lines or facilities, or other electronic systems, or any other cause beyond the control of American Express Travel Related Services Company, Inc.

**Intermediary Disclosure.** Amex assists you in finding travel arrangements that meet your individual needs and interests. We consider various factors in identifying travel suppliers to you and in developing your travel itineraries. In this role, we are acting as an independent agent and not as a fiduciary. We want you to be aware that certain suppliers may provide compensation to us, as well as incentives for reaching sales targets or other performance measures. We may also provide incentives to our travel agents and travel suppliers, and we may also provide compensation to us for various services that we perform for them, such as grant management, developing marketing channels, participating in marketing programs, and developing technology initiatives. In addition, we receive compensation for the services we provide to you.

when customers use the American Express Card products to pay for supplier products and services enter into other business relationships with suppliers including levels and types of compensation and are subject to change. In identifying suppliers and relationships we have with suppliers we may consider a number of factors, including supplier preferences. The relationships we have with suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: UBI# [REDACTED]  
State Seller of Travel Registration Number: UBI# [REDACTED]  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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](http://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 the actions of the service provider and the only remedy for any claims relating to services or products provided by the service provider is with the service provider. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for the service provider.

**Hotel:**

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

INTERCONTINENTAL LONDON PARK  
ONE HAMILTON PLACE PARK LANE  
LONDON GB W1J 7QY

**CLASSIC ROOM**

** 429.00	EFF 30MAY - 31MAY
439.00	EFF 31MAY - 02JUN

- Estimated total for hotel reservation: GBP1307.00. Daily resort and additional fees may apply.

**SUPERIOR ROOM**

** 469.00	EFF 30MAY - 01JUN
499.00	EFF 01JUN - 02JUN

- Estimated total for hotel reservation: GBP1437.00. Daily resort and additional fees may apply.

**DELUXE ROOM**

** 519.00	EFF 30MAY - 31MAY
529.00	EFF 31MAY - 01JUN
565.00	EFF 01JUN - 02JUN

- Estimated total for hotel reservation: GBP1613.00. Daily resort and additional fees may apply.

**EXECUTIVE ROOM**

** 549.00	EFF 30MAY - 31MAY
559.00	EFF 31MAY - 01JUN
619.00	EFF 01JUN - 02JUN

- Estimated total for hotel reservation: GBP1727.00. Daily resort and additional fees may apply.

Cancellation policy - 1 days prior to arrival.

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

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

great. thanks

On May 23, 2019, at 9:40 AM, Natalia Molotkova <[REDACTED]> wrote:

OK, working on train and hotel next.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Great! Please issue ticket as stated below. thanks

On May 23, 2019, at 9:36 AM, Natalia Molotkova <[REDACTED]> w

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund)
- Ticket is refundable, changes are subject to difference in fare.
- **Thu, 30 May - British Airways 6 - Business - 12h 25m**  
Departing: Tokyo Narita Airport (NRT) at 12:55 pm  
Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

good to know...  
hoping you feel good as new asap!

Morning, thank you , I am OK.

Working on exchange.

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to dep the intercontinental hotel in London May 30-June 2. Then she needs a train ticket from L

FLIGHTS | HOTELS | CARS

[REDACTED]  
[REDACTED]  
[REDACTED]

RECORD LOCATOR: **NALWUQ**

YOUR T

---

DO NOT REPLY TO THIS EMAIL. This message cannot accept incoming messages. If you have a question, please call our Customer Service at 1-[REDACTED].

If airline tickets are purchased for this itinerary, Airline Baggage Fee/Rules may apply and can be found at <https://myamextravel.com/baggage>

EFTA\_R1\_01113121

EFTA02286708

## Other Information

---

- CITIZENS OF FRANCE MUST CARRY A VISA

---

## Paris to Osaka

### FLIGHT AF 292

---

#### DEPARTING

Thu, May 16 2019, 01:55 PM  
Paris  
Charles De Gaulle (CDG)

#### ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

---

#### Air France

Operated By Air France

Non-stop  
Duration:11 Hrs 50 Mins  
Departure Terminal:Terminal 2 F  
Arrival Terminal:Terminal 1

#### FLIGHT INFORMATION

Your Seats: 10B

W Premium Economy  
Boeing 777-200/200Er  
Meals: Meals Snack

---

#### FLIGHT CONFIRMATION

Air France: KJWGU6

---

Tokyo to London

#### FLIGHT BA 6

---

#### DEPARTING

Fri, May 31 2019, 12:55 PM  
Tokyo  
Narita International Airport (NRT)

#### ARRIVING

Fri, May 31 2019, 05:20 PM  
London  
London Heathrow (LHR)

---

#### **British Airways**

Operated By British Airways

Non-stop  
Duration:12 Hrs 25 Mins  
Departure Terminal:Terminal 2  
Arrival Terminal:Terminal 5

#### FLIGHT INFORMATION

Your Seats: 11J  
C Business Class  
Boeing 787-9  
Meals: Meals  
Baggage: 2PC per adult

---

#### FLIGHT CONFIRMATION

British Airways: KJWGU6

---

TRAVELLE

---

#### E-TICKET

Ticket BA 1257360900126-14MAY  
Ticket AF 0577360900127-14MAY  
Ticket BA 1257361745479-17MAY

---

#### NEED EMERGENCY ASSISTANCE ON YOUR TRIP? ASSIST HOTLINE

When you travel more than 100 miles from home, you may need emergency assistance. American Express can help coordinate medical, legal, financial or other select emergency coordination services, including medical and legal referrals, PP# XXX-XXXX-XXXX-XXXX, toll-free 1-800-333-AMEX. Card Members may be responsible for the cost of services provided.

1-800-333-AMEX (toll-free) 1-715-343-7977 (daytime)

Manage Your Trip

View and manage your Trip by logging onto [AmericanExpress.com](#)

Entry and Exit Information for Travel

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date requirements for your travel destination. Due to the nature of the information on this site, American Express cannot guarantee the accuracy of the information. American Express expressly disclaims any liability for any inaccuracies contained on that site.

You may receive customer service emails even if you have not requested them. To receive email marketing offers from American Express, please review the American Express privacy statement at [www.americanexpress.com/privacy](#)

See attached itinerary PDF or link for full terms and conditions.

**PDF itinerary attachment:**

If you are unable to view the PDF attachment, download the latest version of the Adobe Acrobat Reader. Refer to website below to download an Acrobat Reader.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Central. Have a pleasant trip.

Please be advised that certain mandatory hotel charges, such as taxes and fees, as well as other charges not limited to, daily resort or facility fees, may be payable to the hotel operator at check-out from time to time. Please contact your travel agent or inquire with the hotel before your trip regarding these charges.

**Liability Statement.** American Express Travel Protection Plan and its parent, subsidiaries, affiliates and representatives act as an agent for travel suppliers and you understand that American Express Travel Protection Plan shall not be liable for any loss, injury, expense or damage resulting from your travel, including property resulting, directly or indirectly, from (1) acts of suppliers, including but not limited to delays, cancellations, service interruptions, services, cessation of operations, accidents or other events, or changes in fares, itineraries or schedules; or (2) acts of God, such as

earthquakes, floods, climatic aberrations, acts of  
unrest, strikes, riots, theft, disease, accidents or  
interruptions to the Internet, telecommunications lines or facilities,  
systems, or any other cause beyond the control of

Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider a number of factors in identifying travel suppliers to you and in creating your travel itineraries. In this role, we are acting as an independent fiduciary. We want you to be aware that certain compensation arrangements, as well as incentives for reaching sales targets, may provide us with compensation. This time may also provide incentives to our travel suppliers. We may also provide compensation to us for various services that we perform for them, such as grants, commissions, marketing channels, participating in marketing programs, and technology initiatives. In addition, we receive compensation when customers use the American Express Card to pay for products and services. We may enter into other business relationships with suppliers, including levels and types of compensation and other arrangements, subject to change. In identifying suppliers and travel itineraries, we may consider a number of factors, including supplier location, availability, and preferences. The relationships we have with suppliers may change over time. The suppliers we identify and the itineraries we recommend are not affiliated with American Express.

California State Seller of Travel Registration Number:  
State Seller of Travel Registration Number: UBT-1000000000  
Registered Iowa Travel Agency.



<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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](http://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 responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products purchased through these providers is with the service provider. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to cancel any purchases made through these providers.

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund of \$380)
- Ticket is refundable, changes are subject to difference in fare.
- **Thu, 30 May - British Airways 6 - Business - 12h 25m**

Departing: Tokyo Narita Airport (NRT) at 12:55 pm  
Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

good to know...  
hoping you feel good as new asap!

Morning, thank you , I am OK.

Working on exchange.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to depart on [REDACTED] intercontinental hotel in London May 30-June 2. Then she needs a train ticket from London to P...

FLIGHTS | HOTELS | CARS | CRUISES

RECORD LOCATOR: **NALWUQ**

## YOUR TRIP

DO NOT REPLY TO THIS EMAIL. This message was generated by a computer and cannot accept incoming messages. If you have any questions, please contact Service at 1-800-555-1234.

If airline tickets are purchased for this itinerary:  
Airline Baggage Fee/Rules may apply and can be found at  
<https://myamextravel.com/baggage>

## Other Information

---

- CITIZENS OF FRANCE MUST CARRY A VALID P

---

## Paris to Osaka

---

**FLIGHT AF 292**

---

### DEPARTING

Thu, May 16 2019, 01:55 PM  
Paris  
Charles De Gaulle (CDG)

### ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

---

### Air France

Operated By Air France

Non-stop  
Duration:11 Hrs 50 Mins  
Departure Terminal:Terminal 2 F  
Arrival Terminal:Terminal 1

---

### FLIGHT INFORMATION

Your Seats: 10B

W Premium Economy  
Boeing 777-200/200Er  
Meals: Meals Snack

---

#### FLIGHT CONFIRMATION

Air France: KJWGU6

---

Tokyo to London

#### FLIGHT BA 6

---

#### DEPARTING

Fri, May 31 2019, 12:55 PM  
Tokyo  
Narita International Airport (NRT)

#### ARRIVING

Fri, May 31 2019, 05:20 PM  
London  
London Heathrow (LHR)

---

#### British Airways

Operated By British Airways

Non-stop  
Duration:12 Hrs 25 Mins  
Departure Terminal:Terminal 2  
Arrival Terminal:Terminal 5

#### FLIGHT INFORMATION

---

Your Seats: 11J  
C Business Class  
Boeing 787-9  
Meals: Meals  
Baggage: 2PC per adult

#### FLIGHT CONFIRMATION

British Airways: KJWGU6

#### TRAVELLER IN

#### E-TICKET

Ticket BA 1257360900126-14MAY  
Ticket AF 0577360900127-14MAY  
Ticket BA 1257361745479-17MAY

#### NEED EMERGENCY ASSISTANCE ON YOUR TRIP ASSIST HOTLINE

When you travel more than 100 miles from home, you may need emergency assistance. The American Express Assist Hotline can help you with medical, legal, financial or other select emergency coordination needs, including medical and legal referrals, PP# XXXXXXXX, and more. Card Members may be responsible for the costs of services provided by third-party service providers.

1-800-333-AMEX (toll-free) 1-715-343-7977 (direct-dial)

Manage Your Trip

View and manage your Trip by logging onto [American Express](#)

Entry and Exit Information for Travel

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date requirements for your travel destination. Due to frequent changes in travel requirements, American Express cannot guarantee the accuracy of the information on this site. American Express expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you do not request them. If you receive email marketing offers from American Express, or if you have questions about American Express' email practices, please review the American Express Privacy Policy at [www.americanexpress.com/privacy](#).

See attached itinerary PDF or link for full terms and conditions.

**PDF itinerary attachment:**

If you are unable to view the PDF attachment, ensure you have the latest version of Adobe Acrobat Reader. Refer to website below to download and install.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion. Have a safe and pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, such as service fees, gratuities, taxes, and not limited to, daily resort or facility fees, may be applicable to your stay. These charges are typically payable to the hotel operator at check-out from the property. Please contact your travel agent or the hotel directly to inquire with the hotel before your trip regarding the exact amount and type of charges that may be imposed on your stay.

**Liability Statement.** American Express Travel Related Services, Inc. and its parent, subsidiaries, affiliates and representatives are not travel agents and do not act as an agent for travel suppliers and you understand that American Express Travel Related Services, Inc. shall not be liable for any loss, injury, expense or damage resulting from your travel. American Express Travel Related Services, Inc. shall not be liable for any loss, injury, expense or damage resulting from any act or omission of any travel supplier, including but not limited to delays, overbookings, cancellations, services, cessation of operations, accidents or failure to provide services, changes in fares, itineraries or schedules; or (2) acts of God, such as natural disasters, strikes, riots, civil unrest, acts of terrorism, or other acts of God.

earthquakes, floods, climatic aberrations, acts of government, civil unrest, strikes, riots, theft, disease, accidents or failure of equipment, power or utility companies, the internet, telecommunications lines or facilities, or third party systems, or any other cause beyond the control of American Express.

**Intermediary Disclosure.** Amex assists you in finding travel arrangements that meet your individual needs. We consider a number of factors in identifying travel suppliers to you and recommending travel itineraries. In this role, we are acting as an independent fiduciary. We want you to be aware that certain suppliers may receive compensation from us, as well as incentives for reaching sales targets or other performance goals. At the same time, we may also provide incentives to our travel counselors, who may also provide compensation to us for various marketing services that we perform for them, such as granting them access to our travel counselor marketing channels, participating in marketing programs or technology initiatives. In addition, we receive compensation when customers use the American Express Card or other products to pay for supplier products and services. From time to time, we may enter into other business relationships with suppliers, including levels and types of compensation and incentives, subject to change. In identifying suppliers and recommending travel itineraries, we may consider a number of factors, including supplier preferences. The relationships we have with suppliers, the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number:  
State Seller of Travel Registration Number: UBI#600-0000  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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](http://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 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 with American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note purchases made through the service provider.

OK, working on train and hotel next.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Great! Please issue ticket as stated below. thanks

On May 23, 2019, at 9:36 AM, Natalia Molotkova <[REDACTED]> wrote:

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund of \$380)
- Ticket is refundable, changes are subject to difference in fare.

**• Thu, 30 May - British Airways 6 - Business - 12h 25m**

Departing: Tokyo Narita Airport (NRT) at 12:55 pm

Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

good to know...  
hoping you feel good as new asap!

Morning, thank you , I am OK.

Working on exchange.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

@

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to depart on [REDACTED] the intercontinental hotel in London May 30-June 2. Then she needs a train ticket from London

FLIGHTS | HOTELS | CARS | CRUISES

[REDACTED]

[REDACTED]

[REDACTED]

RECORD LOCATOR: NALWUQ

EFTA\_R1\_01113135  
EFTA02286722

## YOUR TRIP D

DO NOT REPLY TO THIS EMAIL. This message was generated by an automated system and cannot accept incoming messages. If you have any questions, please contact American Express Travel Service at 1-800-221-5711.

If airline tickets are purchased for this itinerary:  
Airline Baggage Fee/Rules may apply and can be accessed at:  
<https://myamextravel.com/baggage>

### Other Information

- CITIZENS OF FRANCE MUST CARRY A VALID PASSPORT

### Paris to Osaka

FLIGHT AF 292

#### DEPARTING

Thu, May 16 2019, 01:55 PM  
Paris  
Charles De Gaulle (CDG)

#### ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

**Air France**

Operated By Air France

Non-stop

Duration:11 Hrs 50 Mins

Departure Terminal:Terminal 2 F

Arrival Terminal:Terminal 1

#### **FLIGHT INFORMATION**

Your Seats: 10B

W Premium Economy

Boeing 777-200/200Er

Meals: Meals Snack

#### **FLIGHT CONFIRMATION**

Air France: KJWGU6

Tokyo to London

#### **FLIGHT BA 6**

#### **DEPARTING**

Fri, May 31 2019, 12:55 PM

Tokyo

Narita International Airport (NRT)

#### **ARRIVING**

Fri, May 31 2019, 05:20 PM

London

London Heathrow (LHR)

**British Airways**

Operated By British Airways

Non-stop

Duration:12 Hrs 25 Mins

Departure Terminal:Terminal 2

Arrival Terminal:Terminal 5

#### **FLIGHT INFORMATION**

Your Seats: 11J

C Business Class

Boeing 787-9

Meals: Meals

Baggage: 2PC per adult

#### **FLIGHT CONFIRMATION**

British Airways: KJWGU6

#### **TRAVELLER INF**

#### **E-TICKET**

Ticket BA 1257360900126-14MAY

Ticket AF 0577360900127-14MAY

Ticket BA 1257361745479-17MAY

#### **NEED EMERGENCY ASSISTANCE ON YOUR TRIP?**

#### **ASSIST HOTLINE**

When you travel more than 100 miles from home, you

legal, financial or other select emergency coordination including medical and legal referrals, PP# XXXXXXXX more. Card Members may be responsible for the costs service providers.

**1-800-333-AMEX (toll-free) 1-715-343-7977 (direct-dia**

**Manage Your Trip**

View and manage your Trip by logging onto [American](#)

**Entry and Exit Information for Travel**

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date and requirements for your travel destination. Due to frequent changes in travel requirements, American Express cannot guarantee the accuracy of the information contained on that site. American Express expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you have not requested them. To receive email marketing offers from American Express, or to learn more about our email practices, please review the American Express Privacy Policy at [www.americanexpress.com/privacy](#)

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have the latest version of the Adobe Acrobat Reader. Refer to website below to download and install.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion Travel. Have a safe and pleasant trip.

Please be advised that certain mandatory hotel-imposed

not limited to, daily resort or facility fees, may be applicable to the hotel operator at check-out from the property. Please inquire with the hotel before your trip regarding the existence of such charges.

**Liability Statement.** American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives act as an agent for travel suppliers and you understand that we shall not be liable for any loss, injury, expense or damage to your property resulting, directly or indirectly, from (1) the acts of travel suppliers, including but not limited to delays, overbooking of flights, cancellation of services, cessation of operations, accidents or failures in equipment, changes in fares, itineraries or schedules; or (2) acts of nature, such as earthquakes, floods, climatic aberrations, acts of government, civil unrest, strikes, riots, theft, disease, accidents or failure of the Internet, telecommunications lines or facilities, or third party systems, or any other cause beyond the control of American Express Travel Related Services Company, Inc.

**Intermediary Disclosure.** Amex assists you in finding travel arrangements that meet your individual needs. We consider factors in identifying travel suppliers to you and recommending travel itineraries. In this role, we are acting as an independent fiduciary. We want you to be aware that certain suppliers may receive compensation from us, as well as incentives for reaching sales targets or other performance goals. We may also provide incentives to our travel counselors and travel agents. We may also provide compensation to us for various marketing services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs or technology initiatives. In addition, we receive compensation when customers use the American Express Card or other products to pay for supplier products and services. From time to time, we may enter into other business relationships with suppliers and travel agents, including levels and types of compensation and incentives, subject to change. In identifying suppliers and recommending travel itineraries, we may consider a number of factors, including supplier availability, price, and travel agent preferences. The relationships we have with suppliers and travel agents may change over time, as may the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: 1000466  
State Seller of Travel Registration Number: UBI#600466  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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 you are not dealing with American Express. American Express is not 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 will be 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 cancel any purchases you make.

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund of \$38.70).
- Ticket is refundable, changes are subject to difference in fare.

**• Thu, 30 May - British Airways 6 - Business - 12h 25m**

Departing: Tokyo Narita Airport (NRT) at 12:55 pm

Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

good to know...  
hoping you feel good as new asap!

Morning, thank you , I am OK.

## Working on exchange.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok!!! We need to change [REDACTED] ticket to London to depart on May 30, hotel in London May 30-June 2. Then she needs a train ticket from London to Paris departing around 2

FLIGHTS | HOTELS | CARS | CRUISE

RECORD LOCATOR: **NALWUQ**

DO NOT REPLY TO THIS EMAIL. This message was generated by an automated system and cannot accept incoming messages. If you have any questions, please contact American Express Travel Service at 1-800-221-5711.

If airline tickets are purchased for this itinerary:  
Airline Baggage Fee/Rules may apply and can be found at  
<https://myamextravel.com/baggage>

### Other Information

- CITIZENS OF FRANCE MUST CARRY A VALID

### Paris to Osaka

FLIGHT AF 292

#### DEPARTING

Thu, May 16 2019, 01:55 PM  
Paris  
Charles De Gaulle (CDG)

#### ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

**Air France**

Operated By Air France

Non-stop

**Duration:**11 Hrs 50 Mins

**Departure Terminal:**Terminal 2 F

**Arrival Terminal:**Terminal 1

#### **FLIGHT INFORMATION**

Your Seats: 10B

W Premium Economy

Boeing 777-200/200Er

Meals: Meals Snack

#### **FLIGHT CONFIRMATION**

Air France: KJWGU6

Tokyo to London

#### **FLIGHT BA 6**

#### **DEPARTING**

Fri, May 31 2019, 12:55 PM

Tokyo

Narita International Airport (NRT)

#### **ARRIVING**

Fri, May 31 2019, 05:20 PM

London

London Heathrow (LHR)

**British Airways**

Operated By British Airways

Non-stop

**Duration:**12 Hrs 25 Mins

**Departure Terminal:**Terminal 2

**Arrival Terminal:**Terminal 5

#### **FLIGHT INFORMATION**

Your Seats: 11J

C Business Class

Boeing 787-9

Meals: Meals

Baggage: 2PC per adult

#### **FLIGHT CONFIRMATION**

British Airways: KJWGU6

#### **TRAVELLER IN**

#### **E-TICKET**

Ticket BA 1257360900126-14MAY

Ticket AF 0577360900127-14MAY

Ticket BA 1257361745479-17MAY

**NEED EMERGENCY ASSISTANCE ON YOUR TRIP?  
ASSIST HOTLINE**

When you travel more than 100 miles from home, yo

legal, financial or other select emergency coordination including medical and legal referrals, PP# XXXXXX and more. Card Members may be responsible for the costs of service providers.

1-800-333-AMEX (toll-free) 1-715-343-7977 (direct-)

Manage Your Trip

View and manage your Trip by logging onto [AmericanExpress.com](#)

Entry and Exit Information for Travel

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date requirements for your travel destination. Due to frequent changes in travel requirements, American Express cannot guarantee the accuracy of the information contained on that site. American Express expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you do not request them. To learn more about American Express' email practices, please review the American Express Privacy Statement at [www.americanexpress.com/privacy](#)

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have the latest version of Adobe Acrobat Reader. Refer to website below to download and install.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion. Enjoy your trip.

Please be advised that certain mandatory hotel-imposed fees and taxes are non-refundable.

not limited to, daily resort or facility fees, may be applicable to the hotel operator at check-out from the hotel. Please inquire with the hotel before your trip regarding the exact amount of such charges.

**Liability Statement.** American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives act as an agent for travel suppliers and you understand that we shall not be liable for any loss, injury, expense or damage to you or your property resulting, directly or indirectly, from (1) the acts of travel suppliers, including but not limited to delays, overbookings, cancellation of services, cessation of operations, accidents or failure to provide services, changes in fares, itineraries or schedules; or (2) acts of God, such as earthquakes, floods, climatic aberrations, acts of government, civil unrest, strikes, riots, theft, disease, accidents or failure of the Internet, telecommunications lines or facilities, or third party systems, or any other cause beyond the control of American Express.

**Intermediary Disclosure.** Amex assists you in finding travel arrangements that meet your individual needs. We consider factors in identifying travel suppliers to you and recommending itineraries. In this role, we are acting as an independent fiduciary. We want you to be aware that certain suppliers may provide incentives to us, as well as incentives for reaching sales targets or other performance measures. We may also provide incentives to our travel counselors, as well as compensation to us for various marketing services that we perform for them, such as granting access to our marketing channels, participating in marketing programs or technology initiatives. In addition, we receive compensation when customers use the American Express Card or other products to pay for supplier products and services. From time to time, we may enter into other business relationships with suppliers, including levels and types of compensation and incentive programs, subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability, price, and your travel preferences. The relationships we have with suppliers are not limited to the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number:  
State Seller of Travel Registration Number: UBI#600-0000000000  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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](http://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 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, purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for servicing purposes.

Trains are:

At 2:01pm or 3:31pm, which one? What class?

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK, working on train.

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)

Hours: Mon through Friday 9AM-530PM EST

for the moment we will not book this hotel for [REDACTED].. researching her to stay with a friend instead... train ticket next! :)

On May 23, 2019, at 10:11 AM, Natalia Molotkova <[REDACTED]> wrote:

**Hotel:**

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

INTERCONTINENTAL LONDON PARK  
ONE HAMILTON PLACE PARK LANE  
LONDON GB W1J 7QY

**CLASSIC ROOM**

** 429.00	EFF 30MAY - 31MAY
439.00	EFF 31MAY - 02JUN

- Estimated total for hotel reservation: GBP1307.00. Daily resort and additional fees may apply.

**SUPERIOR ROOM**

** 469.00	EFF 30MAY - 01JUN
499.00	EFF 01JUN - 02JUN

- Estimated total for hotel reservation: GBP1437.00. Daily resort and additional fees may apply.

**DELUXE ROOM**

** 519.00	EFF 30MAY - 31MAY
529.00	EFF 31MAY - 01JUN
565.00	EFF 01JUN - 02JUN

- Estimated total for hotel reservation: GBP1613.00. Daily resort and additional fees may apply.

**EXECUTIVE ROOM**

** 549.00	EFF 30MAY - 31MAY
559.00	EFF 31MAY - 01JUN
619.00	EFF 01JUN - 02JUN

- Estimated total for hotel reservation: GBP1727.00. Daily resort and additional fees may apply.

Cancellation policy - 1 days prior to arrival.

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

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

great. thanks

On May 23, 2019, at 9:40 AM, Natalia Molotkova <[REDACTED]> wrote:

OK, working on train and hotel next.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Great! Please issue ticket as stated below. thanks

On May 23, 2019, at 9:36 AM, Natalia Molotkova <[REDACTED]> wrote:

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund)
- Ticket is refundable, changes are subject to difference in fare.
- **Thu, 30 May - British Airways 6 - Business - 12h 25m**  
Departing: Tokyo Narita Airport (NRT) at 12:55 pm  
Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

good to know...  
hoping you feel good as new asap!

Morning, thank you , I am OK.

Working on exchange.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to dep the intercontinental hotel in London May 30-June 2. Then she needs a train ticket from L

FLIGHTS | HOTELS | CARS

[REDACTED]  
[REDACTED]  
RECORD LOCATOR: **NALWUQ**

YOUR T

EFTA\_R1\_01113151  
EFTA02286738

DO NOT REPLY TO THIS EMAIL. This message cannot accept incoming messages. If you have a question, please call our Customer Service at 1-[REDACTED].

If airline tickets are purchased for this itinerary, Airline Baggage Fee/Rules may apply and can be found at <https://myamextravel.com/baggage>

---

## Other Information

---

- CITIZENS OF FRANCE MUST CARRY A VISA

---

### Paris to Osaka

FLIGHT AF 292

---

#### DEPARTING

Thu, May 16 2019, 01:55 PM  
Paris  
Charles De Gaulle (CDG)

#### ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

---

#### Air France

Operated By Air France

Non-stop  
Duration:11 Hrs 50 Mins  
Departure Terminal:Terminal 2 F  
Arrival Terminal:Terminal 1

#### FLIGHT INFORMATION

Your Seats: 10B  
W Premium Economy  
Boeing 777-200/200Er  
Meals: Meals Snack

#### FLIGHT CONFIRMATION

Air France: KJWGU6

Tokyo to London

#### FLIGHT BA 6

#### DEPARTING

Fri, May 31 2019, 12:55 PM  
Tokyo  
Narita International Airport (NRT)

#### ARRIVING

Fri, May 31 2019, 05:20 PM  
London  
London Heathrow (LHR)

British Airways

Operated By British Airways

Non-stop

Duration:12 Hrs 25 Mins

Departure Terminal:Terminal 2

Arrival Terminal:Terminal 5

#### FLIGHT INFORMATION

Your Seats: 11J

C Business Class

Boeing 787-9

Meals: Meals

Baggage: 2PC per adult

#### FLIGHT CONFIRMATION

British Airways: KJWGU6

#### TRAVELER INFORMATION



#### E-TICKET

Ticket BA 1257360900126-14MAY

Ticket AF 0577360900127-14MAY

Ticket BA 1257361745479-17MAY

#### NEED EMERGENCY ASSISTANCE ON YOUR TRIP? ASSIST HOTLINE

When you travel more than 100 miles from home, you may need emergency assistance. Call the American Red Cross Emergency Assistance Hotline for legal, financial or other select emergency coordination services, including medical and legal referrals, PP# XXX-XXXX.

more. Card Members may be responsible for the costs of certain services provided by third party service providers.

**1-800-333-AMEX** (toll-free) **1-715-343-7977** (direct)

Manage Your Trip

View and manage your Trip by logging onto [AmericanExpress.com](#)

Entry and Exit Information for Travel

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date requirements for your travel destination. Due to the nature of the information on this site, American Express cannot guarantee the accuracy of the information. American Express expressly disclaims any liability for any inaccuracies contained on that site.

You may receive customer service emails even if you do not currently have an American Express account. To learn more about American Express' email practices, please review the American Express Privacy Statement at [www.americanexpress.com/privacy](#)

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, you can download the free Adobe Acrobat Reader. Refer to website below to download and install the free software.

<http://www.adobe.com/products/acrobat/readstep2.html>

Thank you for choosing American Express Centurion Card. Enjoy your pleasant trip.

Please be advised that certain mandatory hotel fees, including but not limited to, daily resort or facility fees, may be payable to the hotel operator at check-out from the hotel.

inquire with the hotel before your trip regarding such charges.

Liability Statement. American Express Travel and its parent, subsidiaries, affiliates and representatives act as an agent for travel suppliers and you understand that American Express Travel shall not be liable for any loss, injury, expense or property resulting, directly or indirectly, from (1) suppliers, including but not limited to delays, or services, cessation of operations, accidents or changes in fares, itineraries or schedules; or (2) earthquakes, floods, climatic aberrations, acts of unrest, strikes, riots, theft, disease, accidents or damage to the Internet, telecommunications lines or facilities, systems, or any other cause beyond the control of American Express Travel.

Intermediary Disclosure. Amex assists you in finding travel suppliers that meet your individual factors in identifying travel suppliers to you and your itineraries. In this role, we are acting as an independent fiduciary. We want you to be aware that certain compensation as well as incentives for reaching sales targets and time may also provide incentives to our travel suppliers. We may also provide compensation to us for various services that we perform for them, such as grants, using marketing channels, participating in marketing technology initiatives. In addition, we receive compensation when customers use the American Express Card products to pay for supplier products and services. We may enter into other business relationships with suppliers, including levels and types of compensation and fees, subject to change. In identifying suppliers and itineraries, we may consider a number of factors, including supplier preferences. The relationships we have with suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration No.  
State Seller of Travel Registration Number: UBT  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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](http://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 responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products purchased is against the service provider. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to cancel purchases for any reason.

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund of \$380)
- Ticket is refundable, changes are subject to difference in fare.
- **Thu, 30 May - British Airways 6 - Business - 12h 25m**  
Departing: Tokyo Narita Airport (NRT) at 12:55 pm  
Arriving: London Heathrow Airport (LHR) at 5:20 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

good to know...  
hoping you feel good as new asap!

Morning, thank you , I am OK.

Working on exchange.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to depart on [REDACTED] intercontinental hotel in London May 30-June 2. Then she needs a train ticket from London to P...

FLIGHTS | HOTELS | CARS | CRUISES

RECORD LOCATOR: **NALWUQ**

## YOUR TRIP

DO NOT REPLY TO THIS EMAIL. This message was generated by a computer and cannot accept incoming messages. If you have any questions, please contact the Service at 1-800-XXXX-XXXX.

If airline tickets are purchased for this itinerary:  
Airline Baggage Fee/Rules may apply and can be accessed at  
<https://myamextravel.com/baggage>

## Other Information

- CITIZENS OF FRANCE MUST CARRY A VALID PASSPORT

## Paris to Osaka

FLIGHT **AF 292**

### DEPARTING

Thu, May 16 2019, 01:55 PM  
Paris  
Charles De Gaulle (CDG)

### ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

**Air France**

Operated By Air France

Non-stop

**Duration:**11 Hrs 50 Mins

**Departure Terminal:**Terminal 2 F

**Arrival Terminal:**Terminal 1

#### **FLIGHT INFORMATION**

Your Seats: 10B

W Premium Economy

Boeing 777-200/200Er

Meals: Meals Snack

#### **FLIGHT CONFIRMATION**

Air France: KJWGU6

Tokyo to London

#### **FLIGHT BA 6**

#### **DEPARTING**

Fri, May 31 2019, 12:55 PM

Tokyo

Narita International Airport (NRT)

#### **ARRIVING**

Fri, May 31 2019, 05:20 PM

London

London Heathrow (LHR)

**British Airways**

Operated By British Airways

Non-stop

**Duration:**12 Hrs 25 Mins

**Departure Terminal:**Terminal 2

**Arrival Terminal:**Terminal 5

#### **FLIGHT INFORMATION**

Your Seats: 11J

C Business Class

Boeing 787-9

Meals: Meals

Baggage: 2PC per adult

#### **FLIGHT CONFIRMATION**

British Airways: KJWGU6

#### **TRAVELLER IN**

#### **E-TICKET**

Ticket BA 1257360900126-14MAY

Ticket AF 0577360900127-14MAY

Ticket BA 1257361745479-17MAY

**NEED EMERGENCY ASSISTANCE ON YOUR TRIP?  
ASSIST HOTLINE**

When you travel more than 100 miles from home, yo

legal, financial or other select emergency coordination including medical and legal referrals, PP# XXXXXXXX more. Card Members may be responsible for the costs of service providers.

1-800-333-AMEX (toll-free) 1-715-343-7977 (direct-d

Manage Your Trip

View and manage your Trip by logging onto [American](#)

#### Entry and Exit Information for Travel

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date requirements for your travel destination. Due to frequent changes in travel requirements, American Express cannot guarantee the accuracy of the information contained on that site. American Express expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you do not request them. To learn more about American Express' email practices, please review the American Express Privacy Policy at [www.americanexpress.com/privacy](#)

See attached itinerary PDF or link for full terms and conditions.

#### PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have the latest version of Adobe Acrobat Reader. Refer to website below to download and install.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion. Have a safe and pleasant trip.

Please be advised that certain mandatory hotel-impor

not limited to, daily resort or facility fees, may be applicable to the hotel operator at check-out from the property. Please inquire with the hotel before your trip regarding the exact amount of such charges.

**Liability Statement.** American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives act as an agent for travel suppliers and you understand that we shall not be liable for any loss, injury, expense or damage to you or your property resulting, directly or indirectly, from (1) the acts of travel suppliers, including but not limited to delays, overbookings, cancellation of services, cessation of operations, accidents or failure to provide services; or (2) acts of God, such as earthquakes, floods, climatic aberrations, acts of government, civil unrest, strikes, riots, theft, disease, accidents or failure of electronic equipment, such as the internet, telecommunications lines or facilities, or third party systems, or any other cause beyond the control of American Express.

**Intermediary Disclosure.** Amex assists you in finding travel arrangements that meet your individual needs by factors in identifying travel suppliers to you and recommending itineraries. In this role, we are acting as an independent fiduciary. We want you to be aware that certain suppliers may as well as incentives for reaching sales targets or other performance measures. At the same time, we may also provide incentives to our travel counselors and agents who may also provide compensation to us for various marketing services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs or technology initiatives. In addition, we receive compensation when customers use the American Express Card or other products to pay for supplier products and services. From time to time, we may enter into other business relationships with suppliers, including levels and types of compensation and incentives, subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier preferences. The relationships we have with suppliers and the suppliers we identify and the itineraries we recommend are subject to change.

California State Seller of Travel Registration Number:  
State Seller of Travel Registration Number: UBI#600-100-0000  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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 and agree that American Express is not 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 will be provided by the service provider. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note purchases made using American Express.

OK, working on train and hotel next.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Great! Please issue ticket as stated below. thanks

On May 23, 2019, at 9:36 AM, Natalia Molotkova <[REDACTED]> wrote:

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund of \$38)
- Ticket is refundable, changes are subject to difference in fare.

**• Thu, 30 May - British Airways 6 - Business - 12h 25m**

Departing: Tokyo Narita Airport (NRT) at 12:55 pm

Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

good to know...

hoping you feel good as new asap!

Morning, thank you , I am OK.

Working on exchange.

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to depart on [REDACTED] the intercontinental hotel in London May 30-June 2. Then she needs a train ticket from London

FLIGHTS | HOTELS | CARS | CRUISES

EFTA\_R1\_01113165

EFTA02286752

RECORD LOCATOR: **NALWUQ**

YOUR TRIP D

DO NOT REPLY TO THIS EMAIL. This message was  
cannot accept incoming messages. If you have any q  
Service at 1- [REDACTED].

If airline tickets are purchased for this itinerary:  
Airline Baggage Fee/Rules may apply and can be acc  
<https://myamextravel.com/baggage>

---

#### Other Information

---

- CITIZENS OF FRANCE MUST CARRY A VALID PA

---

#### Paris to Osaka

---

FLIGHT AF 292

---

## DEPARTING

Thu, May 16 2019, 01:55 PM  
Paris  
Charles De Gaulle (CDG)

## ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

### Air France

Operated By Air France

Non-stop

Duration:11 Hrs 50 Mins

Departure Terminal:Terminal 2 F

Arrival Terminal:Terminal 1

## FLIGHT INFORMATION

Your Seats: 10B  
W Premium Economy  
Boeing 777-200/200Er  
Meals: Meals Snack

## FLIGHT CONFIRMATION

Air France: KJWGU6

Tokyo to London

FLIGHT BA 6

## DEPARTING

Fri, May 31 2019, 12:55 PM  
Tokyo  
Narita International Airport (NRT)

## ARRIVING

Fri, May 31 2019, 05:20 PM  
London  
London Heathrow (LHR)

### British Airways

Operated By British Airways

Non-stop

Duration:12 Hrs 25 Mins

Departure Terminal:Terminal 2

Arrival Terminal:Terminal 5

## FLIGHT INFORMATION

Your Seats: 11J

C Business Class

Boeing 787-9

Meals: Meals

Baggage: 2PC per adult

## FLIGHT CONFIRMATION

British Airways: KJWGU6

## TRAVELLER INF

**E-TICKET**

Ticket BA 1257360900126-14MAY

Ticket AF 0577360900127-14MAY

Ticket BA 1257361745479-17MAY

**NEED EMERGENCY ASSISTANCE ON YOUR TRIP?**

**ASSIST HOTLINE**

When you travel more than 100 miles from home, you legal, financial or other select emergency coordination including medical and legal referrals, PP# XXXXXXXX more. Card Members may be responsible for the costs service providers.

**1-800-333-AMEX (toll-free) 1-715-343-7977 (direct-dia**

**Manage Your Trip**

View and manage your Trip by logging onto [American](#)

**Entry and Exit Information for Travel**

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date and requirements for your travel destination. Due to frequent changes in travel requirements, American Express cannot guarantee the accuracy of the information contained on that site. American Express expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you h

receive email marketing offers from American Express. To learn more about our email practices, please review the American Express Privacy Policy at [www.americanexpress.com/privacy](http://www.americanexpress.com/privacy)

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have the latest version of Adobe Acrobat Reader. Refer to website below to download and install.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion Travel. Have a pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, not limited to, daily resort or facility fees, may be applied to your account and will be payable to the hotel operator at check-out from the property. Please inquire with the hotel before your trip regarding the existence and amount of such charges.

**Liability Statement.** American Express Travel Related Services and its parent, subsidiaries, affiliates and representatives act as an agent for travel suppliers and you understand that American Express shall not be liable for any loss, injury, expense or damage to you or your property resulting, directly or indirectly, from (1) the acts of travel suppliers, including but not limited to delays, overbooking, cancellation of services, cessation of operations, accidents or failures in services, changes in fares, itineraries or schedules; or (2) acts of God, such as earthquakes, floods, climatic aberrations, acts of government, civil unrest, strikes, riots, theft, disease, accidents or failure of the Internet, telecommunications lines or facilities, or third party systems, or any other cause beyond the control of American Express.

**Intermediary Disclosure.** Amex assists you in finding travel arrangements that meet your individual needs. We consider many factors in identifying travel suppliers to you and recommending travel itineraries. In this role, we are acting as an independent fiduciary. We want you to be aware that certain suppliers may receive compensation, as well as incentives for reaching sales targets or other performance goals. At the same time, we may also provide incentives to our travel counselors. We may also provide compensation to us for various marketing services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and technology initiatives. In addition, we receive compensation for

when customers use the American Express Card or other products to pay for supplier products and services. From time to time, we may enter into other business relationships with suppliers and partners, including levels and types of compensation and incentives, which are subject to change. In identifying suppliers and recommending suppliers, we may consider a number of factors, including supplier and customer preferences. The relationships we have with suppliers and the itineraries we recommend are not limited to the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: 1  
State Seller of Travel Registration Number: UBI#60046  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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](http://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 not 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 cancel any purchases you make for your own protection and for the protection of our customers and partners.

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund of \$38.70).
- Ticket is refundable, changes are subject to difference in fare.
- **Thu, 30 May - British Airways 6 - Business - 12h 25m**

Departing: Tokyo Narita Airport (NRT) at 12:55 pm

Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

good to know...

hoping you feel good as new asap!

Morning, thank you , I am OK.

Working on exchange.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to depart on May 30 intercontinental hotel in London May 30-June 2. Then she needs a train ticket from London to Paris de

RECORD LOCATOR: **NALWUQ**

YOUR TRIP DE

DO NOT REPLY TO THIS EMAIL. This message was sent by an automated system and cannot accept incoming messages. If you have any questions, please contact Service at 1-[REDACTED].

If airline tickets are purchased for this itinerary:  
Airline Baggage Fee/Rules may apply and can be accessed at:  
<https://myamextravel.com/baggage>

#### Other Information

- CITIZENS OF FRANCE MUST CARRY A VALID PASSPORT

Paris to Osaka

FLIGHT AF 292

---

#### DEPARTING

Thu, May 16 2019, 01:55 PM  
Paris  
Charles De Gaulle (CDG)

---

#### ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

---

#### Air France

Operated By Air France

Non-stop  
Duration:11 Hrs 50 Mins  
Departure Terminal:Terminal 2 F  
Arrival Terminal:Terminal 1

---

#### FLIGHT INFORMATION

Your Seats: 10B  
W Premium Economy  
Boeing 777-200/200Er  
Meals: Meals Snack

---

#### FLIGHT CONFIRMATION

Air France: KJWGU6

---

Tokyo to London

## FLIGHT BA 6

---

### DEPARTING

Fri, May 31 2019, 12:55 PM  
Tokyo  
Narita International Airport (NRT)

### ARRIVING

Fri, May 31 2019, 05:20 PM  
London  
London Heathrow (LHR)

---

### British Airways

Operated By British Airways

Non-stop  
**Duration:**12 Hrs 25 Mins  
**Departure Terminal:**Terminal 2  
**Arrival Terminal:**Terminal 5

---

### FLIGHT INFORMATION

Your Seats: 11J  
C Business Class  
Boeing 787-9  
Meals: Meals  
Baggage: 2PC per adult

---

### FLIGHT CONFIRMATION

British Airways: KJWGU6

**E-TICKET**

Ticket BA 1257360900126-14MAY

Ticket AF 0577360900127-14MAY

Ticket BA 1257361745479-17MAY

**NEED EMERGENCY ASSISTANCE ON YOUR TRIP? CALL  
ASSIST HOTLINE**

When you travel more than 100 miles from home, you have access to legal, financial or other select emergency coordination assistance, including medical and legal referrals, PP# XXXXXXXXXX and more. Card Members may be responsible for the costs of services provided by service providers.

**1-800-333-AMEX (toll-free) 1-715-343-7977 (direct-dial)**

Manage Your Trip

View and manage your Trip by logging onto [American Express](#)

**Entry and Exit Information for Travel**

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date and accurate requirements for your travel destination. Due to frequent changes in travel requirements, American Express cannot guarantee the accuracy of the information provided. American Express expressly disclaims any liability for any inaccurate or incomplete information.

contained on that site.

You may receive customer service emails even if you have chosen not to receive email marketing offers from American Express. For more information on our email practices, please review the American Express Privacy Policy at [www.americanexpress.com/privacy](http://www.americanexpress.com/privacy)

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have Adobe Reader. Refer to website below to download and install the latest version of Adobe Reader.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion Traveler. Have a pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, not limited to, daily resort or facility fees, may be applicable to your stay. These charges are not covered by the terms of the travel arrangements and are payable to the hotel operator at check-out from the property. Please inquire with the hotel before your trip regarding the existence and amount of such charges.

**Liability Statement.** American Express Travel Related Services, Inc. and its parent, subsidiaries, affiliates and representatives do not act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to your property resulting, directly or indirectly, from (1) the acts of travel suppliers, including but not limited to delays, overbooking, cancellation of services, cessation of operations, accidents or failures of equipment, changes in fares, itineraries or schedules; or (2) acts of God, such as earthquakes, floods, climatic aberrations, acts of government, civil unrest, strikes, riots, theft, disease, accidents or failures of the Internet, telecommunications lines or facilities, or third party computer systems, or any other cause beyond the control of Amex.

**Intermediary Disclosure.** Amex assists you in finding travel arrangements that meet your individual needs. We consider many factors in identifying travel suppliers to you and recommending travel itineraries. In this role, we are acting as an independent travel agent and fiduciary. We want you to be aware that certain suppliers may receive compensation, as well as incentives for reaching sales targets or other goals. At the same time, travel counselors may also provide incentives to our travel counselors.

may also provide compensation to us for various market services that we perform for them, such as granting them marketing channels, participating in marketing programs, technology initiatives. In addition, we receive compensation when customers use the American Express Card or other products to pay for supplier products and services. From time to time, we enter into other business relationships with suppliers and travel agents, including levels and types of compensation and incentive programs, which are subject to change. In identifying suppliers and recommended travel agents, we may consider a number of factors, including supplier availability, cost, and travel agent preferences. The relationships we have with suppliers may change over time, as may the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: 100-9999999  
State Seller of Travel Registration Number: UBI#6004699  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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 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. We reserve the right to note profile and preference data for service providers.

**Hotel:**

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

**INTERCONTINENTAL LONDON PARK**  
**ONE HAMILTON PLACE PARK LANE**  
**LONDON GB W1J 7QY**

**CLASSIC ROOM**

** 429.00	EFF 30MAY - 31MAY
439.00	EFF 31MAY - 02JUN

- Estimated total for hotel reservation: GBP1307.00. Daily resort and additional fees may apply.

**SUPERIOR ROOM**

** 469.00	EFF 30MAY - 01JUN
499.00	EFF 01JUN - 02JUN

- Estimated total for hotel reservation: GBP1437.00. Daily resort and additional fees may apply.

**DELUXE ROOM**

** 519.00	EFF 30MAY - 31MAY
529.00	EFF 31MAY - 01JUN
565.00	EFF 01JUN - 02JUN

- Estimated total for hotel reservation: GBP1613.00. Daily resort and additional fees may apply.

**EXECUTIVE ROOM**

** 549.00	EFF 30MAY - 31MAY
559.00	EFF 31MAY - 01JUN
619.00	EFF 01JUN - 02JUN

- Estimated total for hotel reservation: GBP1727.00. Daily resort and additional fees may apply.

Cancellation policy - 1 days prior to arrival.

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

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

great. thanks

On May 23, 2019, at 9:40 AM, Natalia Molotkova <[REDACTED]> wrote:

OK, working on train and hotel next.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager  
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Great! Please issue ticket as stated below. thanks

On May 23, 2019, at 9:36 AM, Natalia Molotkova <[REDACTED]> wrote:

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund of \$38)
- Ticket is refundable, changes are subject to difference in fare.
- **Thu, 30 May - British Airways 6 - Business - 12h 25m**  
Departing: Tokyo Narita Airport (NRT) at 12:55 pm  
Arriving: London Heathrow Airport (LHR) at 5:20 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

good to know...  
hoping you feel good as new asap!

Morning, thank you , I am OK.

## Working on exchange.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to depart on [REDACTED] the intercontinental hotel in London May 30-June 2. Then she needs a train ticket from London

FLIGHTS | HOTELS | CARS | CRUISES

RECORD LOCATOR: **NALWUQ**

## YOUR TRIP D

DO NOT REPLY TO THIS EMAIL. This message was  
cannot accept incoming messages. If you have any q  
Service at 1- [REDACTED].

If airline tickets are purchased for this itinerary:

Airline Baggage Fee/Rules may apply and can be accessed at <https://myamextravel.com/baggage>

## Other Information

- CITIZENS OF FRANCE MUST CARRY A VALID PASSPORT

## Paris to Osaka

**FLIGHT AF 292**

### DEPARTING

Thu, May 16 2019, 01:55 PM  
Paris  
Charles De Gaulle (CDG)

### ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

### Air France

Operated By Air France

Non-stop  
Duration:11 Hrs 50 Mins  
Departure Terminal:Terminal 2 F  
Arrival Terminal:Terminal 1

## FLIGHT INFORMATION

Your Seats: 10B  
W Premium Economy  
Boeing 777-200/200Er  
Meals: Meals Snack

## FLIGHT CONFIRMATION

Air France: KJWGU6

Tokyo to London

## FLIGHT BA 6

### DEPARTING

Fri, May 31 2019, 12:55 PM  
Tokyo  
Narita International Airport (NRT)

### ARRIVING

Fri, May 31 2019, 05:20 PM  
London  
London Heathrow (LHR)

## British Airways

Operated By British Airways

Non-stop  
Duration:12 Hrs 25 Mins  
Departure Terminal:Terminal 2

Arrival Terminal:Terminal 5

#### FLIGHT INFORMATION

Your Seats: 11J  
C Business Class  
Boeing 787-9  
Meals: Meals  
Baggage: 2PC per adult

#### FLIGHT CONFIRMATION

British Airways: KJWGU6

#### TRAVELLER INF

#### E-TICKET

Ticket BA 1257360900126-14MAY  
Ticket AF 0577360900127-14MAY  
Ticket BA 1257361745479-17MAY

#### NEED EMERGENCY ASSISTANCE ON YOUR TRIP? ASSIST HOTLINE

When you travel more than 100 miles from home, you legal, financial or other select emergency coordination including medical and legal referrals, PP# XXXXXXXX more. Card Members may be responsible for the costs service providers.

1-800-333-AMEX (toll-free) 1-715-343-7977 (direct-dia

Manage Your Trip

View and manage your Trip by logging onto [American](#)

Entry and Exit Information for Travel

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date and accurate information on entry and exit requirements for your travel destination. Due to frequent changes in travel requirements, American Express cannot guarantee the accuracy of the information on that site. American Express expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you have opted out of receiving promotional emails from American Express. To learn more about American Express' email practices, please review the American Express Privacy Policy at [www.americanexpress.com/privacy](#).

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have the latest version of Adobe Acrobat Reader. Refer to website below to download and install the latest version of Adobe Acrobat Reader.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion Travel. Have a safe and pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, such as service fees, taxes and gratuities, not limited to, daily resort or facility fees, may be applicable to your stay. These charges are typically payable to the hotel operator at check-out from the property. Please contact your travel agent or inquire with the hotel before your trip regarding the existence and amount of such charges.

Liability Statement. American Express Travel Related Services, Inc. and its parent, subsidiaries, affiliates and representatives are not liable for any damage, loss or expense resulting from your travel.

act as an agent for travel suppliers and you understand that Amex shall not be liable for any loss, injury, expense or damage to your property resulting, directly or indirectly, from (1) the acts or omissions of travel suppliers, including but not limited to delays, overbooking, cancellation of services, cessation of operations, accidents or failures in equipment or systems, changes in fares, itineraries or schedules; or (2) acts of God, such as natural disasters, including but not limited to earthquakes, floods, climatic aberrations, acts of government, acts of terrorism, acts of war, acts of unrest, strikes, riots, theft, disease, accidents or failures in equipment or systems, or any other cause beyond the control of American Express.

**Intermediary Disclosure.** Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider a number of factors in identifying travel suppliers to you and recommending travel itineraries. In this role, we are acting as an independent fiduciary. We want you to be aware that certain suppliers may receive compensation from us, as well as incentives for reaching sales targets or other performance goals. We may also provide incentives to our travel counselors and travel agents. We may also provide compensation to us for various marketing services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs or technology initiatives. In addition, we receive compensation when customers use the American Express Card or other products to pay for supplier products and services. From time to time, we may enter into other business relationships with suppliers and travel agents, including levels and types of compensation and incentives, which may be subject to change. In identifying suppliers and recommending travel itineraries, we may consider a number of factors, including supplier availability, cost, and your travel preferences. The relationships we have with suppliers and travel agents may affect the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: 100-9000000  
State Seller of Travel Registration Number: UBI#60046  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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](http://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 you are not dealing with American Express. American Express is not responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by a concierge service provider will be against the concierge 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 terminate or cancel any account for any reason, in our sole discretion, for any purpose.

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund of \$38.70).
- Ticket is refundable, changes are subject to difference in fare.
- **Thu, 30 May - British Airways 6 - Business - 12h 25m**  
Departing: Tokyo Narita Airport (NRT) at 12:55 pm  
Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

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

good to know...  
hoping you feel good as new asap!

Morning, thank you , I am OK.

Working on exchange.

Regards,  
Natalia (Natasha) Molotkova  
Centurion Relationship Manager

@ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to depart on May 30 intercontinental hotel in London May 30-June 2. Then she needs a train ticket from London to Paris de

FLIGHTS | HOTELS | CARS | CRUISES

[REDACTED]  
[REDACTED]  
RECORD LOCATOR: **NALWUQ**

YOUR TRIP DETA

DO NOT REPLY TO THIS EMAIL. This message was sent f

EFTA\_R1\_01113188  
EFTA02286775

cannot accept incoming messages. If you have any questions, please contact our Customer Service at 1-800-221-1234.

If airline tickets are purchased for this itinerary:  
Airline Baggage Fee/Rules may apply and can be accessed  
<https://myamextravel.com/baggage>

## Other Information

- CITIZENS OF FRANCE MUST CARRY A VALID PASSPORT

## Paris to Osaka

### FLIGHT AF 292

#### DEPARTING

Thu, May 16 2019, 01:55 PM  
Paris  
Charles De Gaulle (CDG)

#### ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

#### Air France

Operated By Air France

Non-stop  
Duration:11 Hrs 50 Mins  
Departure Terminal:Terminal 2 F  
Arrival Terminal:Terminal 1

#### FLIGHT INFORMATION

Your Seats: 10B  
W Premium Economy  
Boeing 777-200/200Er  
Meals: Meals Snack

#### FLIGHT CONFIRMATION

Air France: KJWGU6

#### Tokyo to London

#### FLIGHT BA 6

#### DEPARTING

Fri, May 31 2019, 12:55 PM  
Tokyo  
Narita International Airport (NRT)

#### ARRIVING

Fri, May 31 2019, 05:20 PM  
London  
London Heathrow (LHR)

British Airways

Operated By British Airways

Non-stop

Duration: 12 Hrs 25 Mins

Departure Terminal: Terminal 2

Arrival Terminal: Terminal 5

#### FLIGHT INFORMATION

Your Seats: 11J

C Business Class

Boeing 787-9

Meals: Meals

Baggage: 2PC per adult

#### FLIGHT CONFIRMATION

British Airways: KJWGU6

#### TRAVELLER INFORMATION



#### E-TICKET

Ticket BA 1257360900126-14MAY

Ticket AF 0577360900127-14MAY

Ticket BA 1257361745479-17MAY

#### NEED EMERGENCY ASSISTANCE ON YOUR TRIP? CALL ASSIST HOTLINE

When you travel more than 100 miles from home, you have 24-hour access to emergency assistance services. These services include medical and legal referrals, 24-hour emergency coordination and assistance, and other select services. Call the number below for assistance.

more. Card Members may be responsible for the costs charged by service providers.

**1-800-333-AMEX** (toll-free) **1-715-343-7977** (direct-dial collect)

**Manage Your Trip**

View and manage your Trip by logging onto [American Express](#)

Entry and Exit Information for Travel

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date and accurate requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided. American Express expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you have requested not to receive them. You may also receive email marketing offers from American Express. For details on our email practices, please review the American Express Privacy Statement at [www.americanexpress.com/privacy](#)

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment.

If you are unable to view the PDF attachment, ensure you have the latest version of Adobe Acrobat Reader. Refer to website below to download and install this free software.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion Travel Services. Enjoy your pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, not limited to, daily resort or facility fees, may be applicable to the room and payable to the hotel operator at check-out from the property.

inquire with the hotel before your trip regarding the existence of such charges.

**Liability Statement.** American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and acknowledge that Amex shall not be liable for any loss, injury, expense or damage to your property resulting, directly or indirectly, from (1) the acts of our travel suppliers, including but not limited to delays, overbooking's, cancellations, services, cessation of operations, accidents or failures of equipment, changes in fares, itineraries or schedules; or (2) acts of God, natural disasters, earthquakes, floods, climatic aberrations, acts of government, civil unrest, strikes, riots, theft, disease, accidents or failures related to the Internet, telecommunications lines or facilities, or third party travel systems, or any other cause beyond the control of Amex.

**Intermediary Disclosure.** Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider a number of factors in identifying travel suppliers to you and recommending travel itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us compensation, as well as incentives for reaching sales targets or other goals. At the same time, we may also provide incentives to our travel counselors. Compensation we receive from suppliers may also provide compensation to us for various marketing and promotional services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and technology initiatives. In addition, we receive compensation for the fees we charge when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time, we may enter into other business relationships with suppliers and the terms of these relationships, including levels and types of compensation and incentives we receive, may be subject to change. In identifying suppliers and recommending travel itineraries, we may consider a number of factors, including supplier availability and your travel preferences. The relationships we have with suppliers may affect the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: 10223  
State Seller of Travel Registration Number: UBI#600469694.  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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](http://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 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 American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and pre

OK, working on train and hotel next.

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED]@[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Great! Please issue ticket as stated below. thanks

On May 23, 2019, at 9:36 AM, Natalia Molotkova <[natalia.molotkova@centurion.com](mailto:natalia.molotkova@centurion.com)> wrote:

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund of \$38.70).

- Ticket is refundable, changes are subject to difference in fare.

- **Thu, 30 May - British Airways 6 - Business - 12h 25m**

Departing: Tokyo Narita Airport (NRT) at 12:55 pm

Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

good to know...

hoping you feel good as new asap!

Morning, thank you , I am OK.

Working on exchange.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to depart on May 30 the intercontinental hotel in London May 30-June 2. Then she needs a train ticket from London to Paris

FLIGHTS | HOTELS | CARS | CRUISES

EFTA\_R1\_01113195

EFTA02286782

RECORD LOCATOR: **NALWUQ**

**YOUR TRIP DETAILS**

DO NOT REPLY TO THIS EMAIL. This message was sent from a system that cannot accept incoming messages. If you have any questions, please call our Customer Service at 1-[REDACTED].

If airline tickets are purchased for this itinerary:  
Airline Baggage Fee/Rules may apply and can be accessed by  
<https://myamextravel.com/baggage>

**Other Information**

- CITIZENS OF FRANCE MUST CARRY A VALID PASSPORT

**Paris to Osaka**

**FLIGHT AF 292**

**DEPARTING**

Thu, May 16 2019, 01:55 PM

Paris  
Charles De Gaulle (CDG)

#### ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

Air France

Operated By Air France

Non-stop

**Duration:**11 Hrs 50 Mins

**Departure Terminal:**Terminal 2 F

**Arrival Terminal:**Terminal 1

#### FLIGHT INFORMATION

Your Seats: 10B  
W Premium Economy  
Boeing 777-200/200Er  
Meals: Meals Snack

#### FLIGHT CONFIRMATION

Air France: KJWGU6

Tokyo to London

FLIGHT BA 6

#### DEPARTING

Fri, May 31 2019, 12:55 PM  
Tokyo  
Narita International Airport (NRT)

#### ARRIVING

Fri, May 31 2019, 05:20 PM  
London  
London Heathrow (LHR)

---

#### British Airways

Operated By British Airways

Non-stop  
**Duration:**12 Hrs 25 Mins  
**Departure Terminal:**Terminal 2  
**Arrival Terminal:**Terminal 5

---

#### FLIGHT INFORMATION

Your Seats: 11J  
C Business Class  
Boeing 787-9  
Meals: Meals  
Baggage: 2PC per adult

---

#### FLIGHT CONFIRMATION

British Airways: KJWGU6

---

#### TRAVELLER INFORMATION



## E-TICKET

Ticket BA 1257360900126-14MAY

Ticket AF 0577360900127-14MAY

Ticket BA 1257361745479-17MAY

## NEED EMERGENCY ASSISTANCE ON YOUR TRIP? CALL THE ASSIST HOTLINE

When you travel more than 100 miles from home, you have 24-hour access to emergency assistance services. These services include legal, financial or other select emergency coordination and assistance, including medical and legal referrals, passport replacement, car rental, and more. Card Members may be responsible for the costs charged to these service providers.

**1-800-333-AMEX** (toll-free) **1-715-343-7977** (direct-dial collect)

[Manage Your Trip](#)

View and manage your Trip by logging onto [American Express](#)

## Entry and Exit Information for Travel

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date and accurate requirements for your travel destination. Due to frequent changes in travel requirements, American Express cannot guarantee the accuracy of the information provided on that site. American Express expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you have requested not to receive them. You may also receive email marketing offers from American Express. For details on our email practices, please review the American Express Privacy Statement at [www.americanexpress.com/privacy](#)

See attached itinerary PDF or link for full terms and conditions

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have  
Reader. Refer to website below to download and install this free

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion Travel Se  
pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, not limited to, daily resort or facility fees, may be applicable to your bill and will be payable to the hotel operator at check-out from the property. You should inquire with the hotel before your trip regarding the existence and amount of such charges.

**Liability Statement.** American Express Travel Related Services and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omission or commission of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, changes in fares, itineraries or schedules; or (2) acts of God, fire, explosion, earthquakes, floods, climatic aberrations, acts of governmental or other authorities, strikes, riots, theft, disease, accidents or failures related to the Internet, telecommunications lines or facilities, or third party telecommunications systems, or any other cause beyond the control of Amex.

**Intermediary Disclosure.** Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending travel itineraries. In this role, we are acting as an independent third party and not as your fiduciary. We want you to be aware that certain suppliers pay us compensation, as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and promotional services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting their technology initiatives. In addition, we receive compensation from Amex when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time, we may enter into other business relationships with suppliers and these relationships may include levels and types of compensation and incentives we receive.

subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and preferences. The relationships we have with suppliers may also affect the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: 1022318  
State Seller of Travel Registration Number: UBI#600469694. Iowa  
Registered Iowa Travel Agency.

<[REDACTED]-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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 not 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 terminate your account for any purpose.

Let's start with air first:

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

- Total air reservation, including taxes and fees: \$0.00 (exchange with refund of \$38.70).
- Ticket is refundable, changes are subject to difference in fare.

**• Thu, 30 May - British Airways 6 - Business - 12h 25m**

Departing: Tokyo Narita Airport (NRT) at 12:55 pm

Arriving: London Heathrow Airport (LHR) at 5:20 pm

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

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

good to know...

hoping you feel good as new asap!

Morning, thank you , I am OK.

Working on exchange.

Regards,

Natalia (Natasha) Molotkova  
Centurion Relationship Manager

[REDACTED] @ [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Morning. Hope you are feeling ok.!! We need to change [REDACTED] ticket to London to depart on May 30. Also in London May 30-June 2. Then she needs a train ticket from London to Paris departing around 2:30pm.

FLIGHTS | HOTELS | CARS | CRUISES

EFTA\_R1\_01113202

EFTA02286789

RECORD LOCATOR: NALWUQ

YOUR TRIP D

DO NOT REPLY TO THIS EMAIL. This message was sent by an automated system and cannot accept incoming messages. If you have any questions, please contact our Customer Service at 1-800-222-1842.

If airline tickets are purchased for this itinerary:  
Airline Baggage Fee/Rules may apply and can be accessed at <https://myamextravel.com/baggage>

#### Other Information

- CITIZENS OF FRANCE MUST CARRY A VALID PASSPORT

Paris to Osaka

FLIGHT AF 292

## DEPARTING

Thu, May 16 2019, 01:55 PM  
Paris  
Charles De Gaulle (CDG)

## ARRIVING

Fri, May 17 2019, 08:45 AM  
Osaka  
Kansai International (KIX)

### Air France

Operated By Air France

Non-stop

Duration:11 Hrs 50 Mins

Departure Terminal:Terminal 2 F

Arrival Terminal:Terminal 1

## FLIGHT INFORMATION

Your Seats: 10B  
W Premium Economy  
Boeing 777-200/200Er  
Meals: Meals Snack

## FLIGHT CONFIRMATION

Air France: KJWGU6

Tokyo to London

## FLIGHT BA 6

#### DEPARTING

Fri, May 31 2019, 12:55 PM  
Tokyo  
Narita International Airport (NRT)

#### ARRIVING

Fri, May 31 2019, 05:20 PM  
London  
London Heathrow (LHR)

#### British Airways

Operated By British Airways

Non-stop

Duration:12 Hrs 25 Mins

Departure Terminal:Terminal 2

Arrival Terminal:Terminal 5

#### FLIGHT INFORMATION

Your Seats: 11J

C Business Class

Boeing 787-9

Meals: Meals

Baggage: 2PC per adult

#### FLIGHT CONFIRMATION

British Airways: KJWGU6

#### TRAVELLER INFO

**E-TICKET**

Ticket BA 1257360900126-14MAY

Ticket AF 0577360900127-14MAY

Ticket BA 1257361745479-17MAY

**NEED EMERGENCY ASSISTANCE ON YOUR TRIP? CALL**

**ASSIST HOTLINE**

When you travel more than 100 miles from home, you have access to emergency assistance services including medical and legal referrals, passport replacement and more. Card Members may be responsible for the costs of services provided.

**1-800-333-AMEX** (toll-free) **1-715-343-7977** (direct-dial)

**Manage Your Trip**

View and manage your Trip by logging onto [American Express Travel](#)

**Entry and Exit Information for Travel**

American Express recommends that you periodically review [www.Visacentral.com](#) for the most up to date and accurate information on entry and exit requirements for your travel destination. Due to frequent changes in travel requirements, American Express cannot guarantee the accuracy of the information on that site. American Express expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

You may receive customer service emails even if you have not requested them.

receive email marketing offers from American Express. For more information on our email practices, please review the American Express Privacy Statement at [www.americanexpress.com/privacy](http://www.americanexpress.com/privacy)

See attached itinerary PDF or link for full terms and conditions.

PDF itinerary attachment:

If you are unable to view the PDF attachment, ensure you have the latest version of Adobe Acrobat Reader. Refer to website below to download and install.

<http://www.adobe.com/products/acrobat/readstep.html>

Thank you for choosing American Express Centurion Traveler. Have a pleasant trip.

Please be advised that certain mandatory hotel-imposed charges, not limited to, daily resort or facility fees, may be applicable and payable to the hotel operator at check-out from the property. Please inquire with the hotel before your trip regarding the existence and amount of such charges.

**Liability Statement.** American Express Travel Related Services, Inc. and its parent, subsidiaries, affiliates and representatives act as an agent for travel suppliers and you understand that American Express shall not be liable for any loss, injury, expense or damage to you or your property resulting, directly or indirectly, from (1) the acts of travel suppliers, including but not limited to delays, overbooking, cancellation of services, cessation of operations, accidents or failures of equipment, changes in fares, itineraries or schedules; or (2) acts of God, such as earthquakes, floods, climatic aberrations, acts of government, civil unrest, strikes, riots, theft, disease, accidents or failures of the Internet, telecommunications lines or facilities, or third party computer systems, or any other cause beyond the control of American Express.

**Intermediary Disclosure.** Amex assists you in finding travel arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending travel itineraries. In this role, we are acting as an independent fiduciary. We want you to be aware that certain suppliers may receive compensation, as well as incentives for reaching sales targets or other performance goals. We, as well as our travel counselors, may also provide incentives to our travel counselors and travel agents for the services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs, and participating in technology initiatives. In addition, we receive compensation for

when customers use the American Express Card or other products to pay for supplier products and services. From enter into other business relationships with suppliers and including levels and types of compensation and incentives subject to change. In identifying suppliers and recommending may consider a number of factors, including supplier availability, preferences. The relationships we have with suppliers and the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: 100-469-000  
State Seller of Travel Registration Number: UBI#600469  
Registered Iowa Travel Agency.

<REDACTED>-NALWUQ.pdf>

<NALWUQ\_ItineraryCalendar.ics>

[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](http://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 not 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 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.