

To: Amex Centurian Travel [REDACTED]
From: Lesley Groff
Sent: Mon 6/10/2019 7:27:00 PM
Subject: Re: CHANGE [REDACTED] to arrive Paris around 11am on June 16 ([REDACTED])

will you be sending me the real ticket for [REDACTED]? I have not received yet.

On Jun 10, 2019, at 11:53 AM, [REDACTED]
[REDACTED] wrote:

Rail Europe agent changed her cell on reservation.

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

Hours: Mon through Friday 9AM-530PM EST

OK, will try.

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

Hours: Mon through Friday 9AM-530PM EST

ALSO!! change [REDACTED] cell number with them! She has a new one!!
[REDACTED]

ok thank you

On hold with Rail Europe.

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

Hours: Mon through Friday 9AM-530PM EST

I do not see anything earlier.....so lets change to the train arriving 11:47am please. thanks!

can you try check on-line? Do you see anything earlier? I don't.

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

Hours: Mon through Friday 9AM-530PM EST

if that is the earliest, then yes...if they have something earlier, let me know.! thanks

I am not showing anything earlier, let me know if it works, will call Rail Europe to change.

[REDACTED]

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

Hours: Mon through Friday 9AM-530PM EST

Checking schedule.

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

Hours: Mon through Friday 9AM-530PM EST

Please change the outbound time to ARRIVE Paris around 11am still on June 16th please.

Begin forwarded message:

From: "American Express Travel" <itinerary@myamextravel.com>
Subject: Itinerary for [REDACTED] 16JUN19 [REDACTED]
Date: June 7, 2019 at 8:18:37 PM EDT

To: [REDACTED]

FLIGHTS | HOTELS | CARS | CRUISES

RECORD LOCATOR: [REDACTED]

YOUR TRIP DETAILS

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification system that cannot accept incoming messages. If you have any questions, please contact Customer Service at 1-877-877-0987.

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

Other Information

- RAIL 1COACH CLASS TICKET ON TRAIN [REDACTED] LEAVING LONDON ST PANCRAS STATION AT 1018A ARRIVING PARIS NORD STATION AT 147P PARIS PER PERSON

Other Information

- RAIL 1COACH CLASS TICKET ON TRAIN [REDACTED] LEAVINGPARIS NORD STA
ARRIVING LONDON ST PANCRASTATION AT 539P LONDON PER PERSON
-

Other Information

- RAIL TRAVEL-
-

TRAVELLER INFORMATION



NEED EMERGENCY ASSISTANCE ON YOUR TRIP? CALL THE GLOBAL ASSISTANCE HOTLINE

When you travel more than 100 miles from home, you have 24/7 medical, legal, other select emergency coordination and assistance services, including medical referrals, PP# XXXXXXXXXXXXt, cash wires and more. Card Members may be responsible for the costs charged by third-party service providers.

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



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 entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and 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 marketing offers from American Express. For details about our e-mail practices, please see 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 Adobe Acrobat Reader installed on your computer. To download and install this free software, visit the website below.

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

Thank you for choosing American Express Centurion Travel Service and have a wonderful trip!

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

Liability Statement. American Express Travel Related Services Company, Inc. and its 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, expense or damage to persons or property resulting, directly or indirectly, from (1) the omissions of travel suppliers, including but not limited to delays, overbooking's, cancellations, services, cessation of operations, accidents or failures of equipment, or changes to itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic abnormalities, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents related to the public 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 suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals. From time to time we may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services they perform for them, such as granting them access to our marketing channels, participating in promotional programs and supporting technology initiatives. In addition, we receive compensation from suppliers 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 business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying goals and recommending itineraries, we may consider a number of factors, including supplier availability, pricing and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Iowa: TA# 669 Registered Iowa Travel Agent

[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 for their actions.

no way responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by the service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to use your account note profile and preference data for servicing purposes.

00000001