

To: Amex Centurian [REDACTED]
From: Lesley Groff
Sent: Thur 6/13/2019 4:30:40 PM
Subject: Re: Change flight for [REDACTED] again (REc . Loc [REDACTED])

hold up! she may want a different flight....

On Jun 13, 2019, at 12:20 PM, Natalia Molotkova
<[REDACTED]> wrote:

SU 2572 16JUN SVO LHR 245P 450P - add coll \$404.00

SU 2584 16JUN SVO LHR 710P 925P - add coll \$272.00

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

Hours: Mon through Friday 9AM-530PM EST

yes, please

On Jun 13, 2019, at 12:09 PM, Natalia Molotkova <[REDACTED]> wrote:

SU 2574 16JUN SVO LHR 725A 950A - add collect \$137.00

Should I check later than 9:50 am flights?

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

Hours: Mon through Friday 9AM-530PM EST

Ha! you sound like Yoda! Might there be another departure on Sunday same price besides this super

On Jun 13, 2019, at 11:58 AM, Natalia Molotkova <[REDACTED]> wrote:

She can shoes another flight, fro example 540am departure - same price will be.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

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

Yes, \$577.00 difference in fare, flight is almost sold out on new date.

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

Hours: Mon through Friday 9AM-530PM EST

It's \$577 to change? I thought we purchased a fully refundable ticket for her? ([REDACTED])

On Jun 13, 2019, at 11:47 AM, Natalia Molotkova <[REDACTED]> v

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

- Total air reservation, including taxes and fees: \$577.00.
- Ticket is refundable, changes are subject to difference in fare.
- **Sun, 16 Jun - Aeroflot 2578 - Economy - 4h 15m**
Departing: Moscow Sheremetyevo Airport (SVO) at 9:50 am
Arriving: London Heathrow Airport (LHR) at 12:05 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

Hi Natasha... [REDACTED] [REDACTED] is asking to change her flight to Sunday June 16th if it is

Moscow to London SU2578 departing 9:50am arrive 12:05pm
possible?

or if not, then a late flight out on Saturday June 15. Let me know

[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 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. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note purchases.

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

- Total air reservation, including taxes and fees: \$577.00.
- Ticket is refundable, changes are subject to difference in fare.
- **Sun, 16 Jun - Aeroflot 2578 - Economy - 4h 15m**

Departing: Moscow Sheremetyevo Airport (SVO) at 9:50 am

Arriving: London Heathrow Airport (LHR) at 12:05 pm

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

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager
natalia.molotkova [REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha.. [REDACTED] [REDACTED] is asking to change her flight to Sunday June 16th if it is available.

Moscow to London SU2578 departing 9:50am arrive 12:05pm

possible?

or if not, then a late flight out on Saturday June 15. Let me know

[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 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. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note purchases.

She can book another flight, for example 540am departure - same price will be.

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager

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

Yes, \$577.00 difference in fare, flight is almost sold out on new date.

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

Hours: Mon through Friday 9AM-530PM EST

It's \$577 to change? I thought we purchased a fully refundable ticket for her? ([REDACTED])

On Jun 13, 2019, at 11:47 AM, Natalia Molotkova <[REDACTED]> wrote:

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

- Total air reservation, including taxes and fees: \$577.00.
- Ticket is refundable, changes are subject to difference in fare.
- **Sun, 16 Jun - Aeroflot 2578 - Economy - 4h 15m**
Departing: Moscow Sheremetyevo Airport (SVO) at 9:50 am
Arriving: London Heathrow Airport (LHR) at 12:05 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

Hi Natasha... [REDACTED] [REDACTED] is asking to change her flight to Sunday June 16th if it is available.

Moscow to London SU2578 departing 9:50am arrive 12:05pm
possible?

or if not, then a late flight out on Saturday June 15. Let me know

[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 responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by the service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for servicing purposes.

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

- Total air reservation, including taxes and fees: \$577.00.
- Ticket is refundable, changes are subject to difference in fare.
- **Sun, 16 Jun - Aeroflot 2578 - Economy - 4h 15m**
Departing: Moscow Sheremetyevo Airport (SVO) at 9:50 am
Arriving: London Heathrow Airport (LHR) at 12:05 pm

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

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
natalia.molotkova@americanexpress.com

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha... [REDACTED] [REDACTED] is asking to change her flight to Sunday June 16th if it is available

Moscow to London SU2578 departing 9:50am arrive 12:05pm

possible?

or if not, then a late flight out on Saturday June 15. Let me know

[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 responsible or liable for the actions of the service provider and the only remedy for any claims relating to services or products provided by the service provider is against the service provider and not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and preference data for servicing purposes.

SU 2574 16JUN SVO LHR 725A 950A - add collect \$137.00

Should I check later than 9:50 am flights?

Regards,

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

Hours: Mon through Friday 9AM-530PM EST

Ha! you sound like Yoda! Might there be another departure on Sunday same price besides this super early f

On Jun 13, 2019, at 11:58 AM, Natalia Molotkova <[REDACTED]> wrote:

She can show another flight, for example 540am departure - same price will be.

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

Hours: Mon through Friday 9AM-530PM EST

Yes, \$577.00 difference in fare, flight is almost sold out on new date.

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

Hours: Mon through Friday 9AM-530PM EST

It's \$577 to change? I thought we purchased a fully refundable ticket for her? ([REDACTED])

On Jun 13, 2019, at 11:47 AM, Natalia Molotkova <[REDACTED]> wrote:

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

- Total air reservation, including taxes and fees: \$577.00.
- Ticket is refundable, changes are subject to difference in fare.
- **Sun, 16 Jun - Aeroflot 2578 - Economy - 4h 15m**

Departing: Moscow Sheremetyevo Airport (SVO) at 9:50 am
Arriving: London Heathrow Airport (LHR) at 12:05 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

Hi Natasha... is asking to change her flight to Sunday June 16th if it is available.

Moscow to London SU2578 departing 9:50am arrive 12:05pm

possible?

or if not, then a late flight out on Saturday June 15. Let me know.

[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.

© 2013 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. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to cancel purchases.

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

- Total air reservation, including taxes and fees: \$577.00.
- Ticket is refundable, changes are subject to difference in fare.
- Sun, 16 Jun - Aeroflot 2578 - Economy - 4h 15m

• Sun, 16 Jun - Aeroflot 2378 - Economy - 4h 13m
Departing: Moscow Sheremetyevo Airport (SVO) at 9:50 am
Arriving: London Heathrow Airport (LHR) at 12:05 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

Hi Natasha... is asking to change her flight to Sunday June 16th if it is available

Moscow to London SU2578 departing 9:50am arrive 12:05pm
possible?

or if not, then a late flight out on Saturday June 15. Let me know

[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 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 pr

She can shoes another flight, fro example 540am departure - same price will be.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Yes, \$577.00 difference in fare, flight is almost sold out on new date.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

It's \$577 to change? I thought we purchased a fully refundable ticket for her? ([REDACTED])

On Jun 13, 2019, at 11:47 AM, Natalia Molotkova < [REDACTED] > wrote:

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

- Total air reservation, including taxes and fees: \$577.00.
- Ticket is refundable, changes are subject to difference in fare.

• Sun, 16 Jun - Aeroflot 2578 - Economy - 4h 15m

Departing: Moscow Sheremetyevo Airport (SVO) at 9:50 am

Arriving: London Heathrow Airport (LHR) at 12:05 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

Hi Natasha... [REDACTED] [REDACTED] is asking to change her flight to Sunday June 16th if it is available
Moscow to London SU2578 departing 9:50am arrive 12:05pm
possible?

or if not, then a late flight out on Saturday June 15. Let me know

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 we 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 terminate your account for any reason, including but not limited to, misuse of your account, for no reason, or for your convenience.

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

- Total air reservation, including taxes and fees: \$577.00.
- Ticket is refundable, changes are subject to difference in fare.
- **Sun, 16 Jun - Aeroflot 2578 - Economy - 4h 15m**

Departing: Moscow Sheremetyevo Airport (SVO) at 9:50 am
Arriving: London Heathrow Airport (LHR) at 12:05 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

Hi Natasha... [REDACTED] [REDACTED] is asking to change her flight to Sunday June 16th if it is available

Moscow to London SU2578 departing 9:50am arrive 12:05pm

possible?

or if not, then a late flight out on Saturday June 15. Let me know

[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 not against American Express. You are responsible for any purchases, shipping charges and/or fees you authorize. We reserve the right to note profile and usage information for security and fraud prevention purposes.