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**From:** Karyna Shuliak <[REDACTED]>  
**Sent:** Thursday, April 4, 2019 2:38 PM  
**To:** [REDACTED]  
**Subject:** Re: ARM-Shuliak/Karyna -Air France 17FEB19 & American Airlines 19FEB19 CDG-MIA  
- Record - UFHHQF

Hi [REDACTED] I believe it should be the cost of the ticket that was canceled. I will find it.

On Apr 4, 2019, at 9:55 AM, [REDACTED] <mailto:[REDACTED]> wrote:

Karyna, we did not use this credit since we used points to purchase your ticket this time...Keep this ticket number handy so you can use another time. Did they tell you how much value this credit is for? I do not see the value anywhere...

On Apr 3, 2019, at 6:29 PM, Karyna Shuliak <a href="mailto:[REDACTED]" class="mailto">[REDACTED]> wrote:

Hi [REDACTED]

This is the email regarding the ticket credit I was talking about.  
Thank you.  
Karyna  
<[REDACTED]>Begin forwarded message:

From:centurionsupport@centurion.com>  
<[REDACTED]>Date: February 16, 2019 at 8:09:14 PM EST  
To:[REDACTED] <mailto:[REDACTED]>  
ARM-Shuliak/Karyna -Air France 17FEB19 & American Airlines 19FEB19 CDG-MIA - Record - UFHHQF  
Reply-To: Centurion Support &l=;centurionsupport@centurion.com  
<mailto:centurionsupport@centurion.com> >

<[http://icm.aexp-static.com/Internet/SMC/en\\_US/tls\\_files/centurion\\_No=whiteSpaces\\_599x97.jpg](http://icm.aexp-static.com/Internet/SMC/en_US/tls_files/centurion_No=whiteSpaces_599x97.jpg)>

American Express Document Reference Number 190217-001094 American Express Record Locator UFHHQF Air France  
Ticket Number 0577245969165 / Remaining Value Expires February 9, 2020 American Airlines Ticket Number  
0017251014265 , Ticket Issued 1=FEB19/ Ticketed & Confirmed

Karyna,

Thank you for contacting Centurio services it was a pleasure speaking with you today. Pursuant to our conversation I wanted to provide you with a brief recap of our conversation and what to expect next when you are ready to use the Air France ticket.

When you are ready to use the Air France ticket number 0577245969165 "anywhere Air France flies" please contact our office and reference American Express file number 190217-001094 along with American Express Record Locator UFHHQF. Per Air France fare rules you will still need to pay the \$300.00 change fee plus difference in fare. This ticket will expire on February 9, 2020. Travel must be completed by February 9, 2020 per Brandon with Air France or the ticket will be voided with no refunds issued.

You are confirmed on American Airlines flight 63 on February 19, 2019 leaving Paris, CDG at 11:10am and arriving into MIA, Miami 3:25pm. Your ticket number for this flight is 0017251014265. Natasha or one of our team members are happy to assist you with using membership reward points to offset some or all of the cost of the American Airlines ticket if you desire please advise if this is required, we spoke briefly about this today on the phone.

In conclusion, if you need to call about this matter please reference American Express document reference number 190217-001094. Doing so will allow any Centurion Relationship Associate access to this email/files.

Kind Regards,

Harrison Berrier

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

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