
From: [REDACTED]
Sent: Friday, November 22, 2013 9:21 PM
To: Jeffrey Epstein
Subject: Amex/AF

Unfortunately, this companion ticket comes with many rules that make it impossible to just change your ticket to first class and [REDACTED] to biz. I have typed all the rules for you below...AF can do absolutely nothing with this ticket, not even the special services people. The ticket was issued through Amex and can only be changed by the original issuing agent, which is Amex. We also discovered that no partial refunds are granted once travel has begun. If you both were to change to biz class or tomorrow's flight, Amex could do that. The Amex agent, Lisa [REDACTED] is keeping this on her 'watch list'. If 2 seats become available on 1st class on the 8:10am flight or the 2:10pm flight tomorrow, she will call me. I can also follow up...

1. Both passengers must travel together in the same class
2. Only the paying passenger receives miles
3. You must originate in the US
4. All Changes must be changed by the original issuing agent, which is Amex (AF has nothing to do with these companion tickets and are not even aware of them)
5. Tickets are changeable, but both passenger must both change to the same flight and class and travel together on the same day (must hold the exact same itinerary).
6. No partial refunds

```
<?xml version="1.0" encoding="UTF-8"?>
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<dict>
  <key>date-last-viewed</key>
  <real>0.0</real>
  <key>date-received</key>
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  <key>flags</key>
  <integer>8590195713</integer>
  <key>gmail-label-ids</key>
  <array>
    <integer>5</integer>
    <integer>18</integer>
  </array>
  <key>original-mailbox</key>
  <string>imap://jeevacation@imap.gmail.com/%5BGmail%5D/All%20Mail</string>
  <key>remote-id</key>
  <string>364640</string>
</dict>
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