I wanted to get an understanding of what happened and why the train =ickets ███ tried to purchase on June 9th was so screwed up, so I spoke =t length with our Amex Centurian group rep (Jermaine, x 57499) re the =ssue.

What I learned:

-The Rail Desk agent should have never confirmed the tickets...rail =ickets are different from air tickets being that Amex has no direct =ink to international rail (where they do have access to the airlines =nd can usually get a confirmed ticket out to the client in 20 min-1 =our...although international air can take longer.) Jermaine apologized =nd suggested perhaps the agent is not familiar with said desk =rocedures (which I said is unacceptable)

-To purchase a rail ticket Amex strongly encourages calling 7 days in =dvance of the travel date as it takes them at least 24-48 hours to =eceive a confirm response from the rail provider.

███████ called on a Sunday. The Rail dept at Amex is only open Mon-Fri. =herefore, ████ request would not even been seen until Mon. June 10th =t earliest but they could have many other requests in front of hers and =ossibly not get to her request even until Tues. June 11th.

-Also███ was trying to purchase these tickets with JE's card (not =arah's) and I am told by Bella███ is not an authorized user (although =vet says she is?)....unless JE got on the phone and told the agent he =uthorized███ to purchase the tickets, they will not issue any =ickets.

Bottom line, I told Jermaine we were extremely dissatisfied with the =ervice...that the agent should have told████ they could not guarantee =he tickets instead of giving her false sense of confirmation. He was =xtremely apologetic...I let him know we would be writing a formal =etter of dissatisfaction and have the address to send the letter to.

In the End: Maybe it is best to deal directly with the rail providers =nstead of Amex when it comes to purchasing international rail tickets =nless you are purchasing 7 days in advance.=?xml ████████████████████

██████████
██████ 0">
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        <key>gmail-label-ids</key>
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```xml
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</plist>
```