

**From:** [REDACTED] <[REDACTED]>  
**To:** "[REDACTED]" <[REDACTED]>  
**Subject:** Need to purchase tix/cancel [REDACTED] trip tonight [Incident: 160819-000218]  
**Date:** Thu, 18 Aug 2016 17:24:09 +0000

---

[REDACTED]  
**To:** [REDACTED]  
**Subject:** Need to purchase tix/cancel [REDACTED] trip tonight  
**From:** [REDACTED]  
**Sent:** 08/18/2016 01:24 PM

What time travel for [REDACTED]?

Regards,  
[REDACTED]

Centurion Relationship Manager  
[REDACTED]  
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

---

**From:** [REDACTED]  
**Sent:** 08/18/2016 01:15 PM

Thx

Sent from my iPhone

On Aug 18, 2016, at 12:59 PM, [REDACTED] <[REDACTED]> wrote:

---

**From:** [REDACTED]  
**Sent:** 08/18/2016 01:12 PM

What time [REDACTED] needs to travel?

Regards,  
[REDACTED]

Centurion Relationship Manager  
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

---

**From:** [REDACTED]  
**Sent:** 08/18/2016 12:59 PM

ok, on it..

Regards,

[REDACTED]  
Centurion Relationship Manager  
[REDACTED]  
[REDACTED]

Hours: Monday through Friday 9:00am to 5:30pm EST

---

**From:** [REDACTED]  
**Sent:** 08/18/2016 12:27 PM

Hi [REDACTED] We need to cancel [REDACTED] trip tonight. Instead we need to purchase one way tickets, coach from PB to NY tomorrow, Friday, Aug 19, for [REDACTED], [REDACTED], [REDACTED] and [REDACTED]. They need to arrive NY around 2pm. If we can use [REDACTED] Jet Blue ticket ok but I'm not too concerned. May cost more to do so.

I also need a ticket for [REDACTED] from PB to NY next Wednesday, Aug 24 one way coach.

And, last but not least, I need a ticket for [REDACTED] from NY to STT next wed Aug 24 direct, the latest morning flight.

All should be in our profile so you have full names, birth dates and FF #'s. Thanks!!

Sent from my iPhone

---

[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](http://americanexpress.com/phishing).

© 2015 American Express. All rights reserved

When booking concierge services for Card Members, American Express uses a third party concierge service contractor ("Concierge Company"). In some cases, Concierge Company will provide you with certain information about the service provider(s) fulfilling your concierge service. The actual decision to use any service provider referred by Concierge Company and/or American Express is the responsibility of each Card Member. Concierge Company and American Express strongly recommend that you carefully consider each service provider before choosing to use that provider. Service providers are not employees or agents of Concierge Company or American Express, and are not authorized to act on behalf of Concierge Company or American Express in any way. The Card Member accepting

and utilizing a service provider acknowledges that Concierge Company and/or American Express are in no way responsible for the actions of the service provider used by the Card Member, and expressly understands and agrees that the exclusive remedy for any claims relating to services or products provided by the service provider (including, but not limited to negligence or failure to deliver on the terms of any contract between the service provider and the Card Member) is against the service provider and not against Concierge Company and/or American Express. Concierge Company and/or American Express shall not be liable for loss, damage, or other claim with respect to any services or products provided to Card Member by service provider. Service provider rates and availability are subject to change.

Content is provided "AS IS," without any express or implied warranties. Portions of this content are provided by Gayot© and may not be used without written permission. Used hereunder by license. For Google "Maps Terms of Use" click here:

[http://maps.google.com/help/terms\\_maps.html](http://maps.google.com/help/terms_maps.html)). For "Map Legal Notices" click here:

[http://www.maps.google.com/help/legalnotices\\_maps.html](http://www.maps.google.com/help/legalnotices_maps.html)). There is typically no cost to you for most booking efforts Concierge Company and American Express perform on your behalf, although you are responsible for any purchases and/or shipping charges you authorize. Fees may apply for meetings and event planning. We reserve the right to note profile and preference data for servicing purposes. American Express acts solely as sales agent for travel suppliers and is not responsible for the actions or inactions of such suppliers. We want you to be aware that certain suppliers pay us commissions and other incentives for reaching sales targets or other goals, and may also provide incentives to our travel counselors. For more information please visit

[www.americanexpress.com/travelterms](http://www.americanexpress.com/travelterms) California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

---

Ref# 160819-000218