


From: "Centurion Support" <[REDACTED]>
To: "[REDACTED]" <[REDACTED]>
Subject: ARM- Seats with Virgin Atlantic [Incident: 160609-000302]
Date: Wed, 08 Jun 2016 18:03:55 +0000

 [REDACTED]
To: Lesley Groff
Subject: ARM- Seats with Virgin Atlantic
From: Centurion Support
Sent: 06/08/2016 02:03 PM

Hi Lesley,
Great , I look forward to assisting you again .

Maria Hodges
From Centurion Support on behalf of your Relationship Manager

From: Lesley Groff
Sent: 06/08/2016 02:00 PM

Hi Maria and thank you so much for letting me know. As the date approaches for her trip I will circle back to this. I know once you purchase the seat it is non refundable. I want to make sure she will actually make the trip! thanks Lesley

On Jun 8, 2016, at 1:28 PM, Centurion Support <[REDACTED]> wrote:

From: Centurion Support
Sent: 06/08/2016 01:28 PM

Dear Lesley,

I want to let you know , I was not able to confirm the seats for [REDACTED] from London to Newark and back. You have the option to purchase the seats before check in for an additional 40USD each or extended leg room seats for 65USD each.

Would you like to buy her seats or wait until she checks in to assign seats ? If you want me to buy them for you , please provide me with the 4 digit # on the card holders card.

I look forward to hearing from you today.

Kind Regards,

Maria Hodges.

From Centurion Support on behalf of your Relationship Manager

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