

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Ticket for [REDACTED] [Email Ref: 160210-000403]
Date: Tue, 09 Feb 2016 20:09:28 +0000

yes! for sure issue the 6:15pm flight AA#2421

(sorry if in my original email about the flight the the info didn't come over? not sure...i could see it on my screen but I am thinking it did not mail to you from my phone? But you figured it out!)

On Feb 9, 2016, at 3:03 PM, Natalia Molotkova <[REDACTED]> wrote:

<----- TO ENSURE YOUR MESSAGE IS DELIVERED IN ITS ENTIRETY, PLEASE DO NOT REPLY BELOW THIS LINE
----->

 Centurion Banner

Response (Natalia Molotkova) 02/09/2016 03:03 PM

You got itinerary, so it is OK to issue? Regards, Natalia Molotkova Centurion Relationship
Manager [REDACTED] [REDACTED] Hours: Monday through Friday
9:00am to 5:30pm EST

Customer ([REDACTED]) 02/09/2016 02:54 PM

Yes!! Perfect. I got the ticket! Thank you!! Sent from my iPhone

Response (Natalia Molotkova) 02/09/2016 02:36 PM

1 AA 2421 11FEB STT MIA 0615P 0819P 1 AA 2498 11FEB MIA IAH 0954P 1158P TOTAL
FARE - USD 429.36 Non refundabel coach with \$200 change fee. OK to issue? Regards,
Natalia Molotkova Centurion Relationship Manager [REDACTED] [REDACTED]
[REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

Customer ([REDACTED]) 02/09/2016 02:33 PM

No. Needs to be later. Sent you a flight departing around 6:15 Sent from my iPhone

Response (Natalia Molotkova) 02/09/2016 02:19 PM

The one I am holding, at 2:16pm? Regards, Natalia Molotkova Centurion Relationship
[REDACTED] [REDACTED] Hours: Monday through Friday
9:00am to 5:30pm EST

Customer ([REDACTED]) 02/09/2016 02:15 PM

Glad I asked. Jeffrey wants [REDACTED] on this flight! Please book. Thanks Sent from my
iPhone Sent from my iPhone ===== image File Attachment
===== IMG_0802.PNG, 429630 bytes, Added to incident

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Ref#160210-000403

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