


**From:** Natalia Molotkova <[REDACTED]>  
**To:** "[REDACTED]" <[REDACTED]>  
**Subject:** premium economy on Norwegian Air? 3 Bags on plane for [REDACTED] [Email Ref: [REDACTED]]  
**Date:** Tue, 02 Feb 2016 16:25:23 +0000

---

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

 Centurion Banner

**Response (Natalia Molotkova) 02/02/2016 11:25 AM**

OK Regards, Natalia Molotkova Centurion Relationship Manager

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

---

**Customer ([REDACTED]) 02/02/2016 11:24 AM**

we will NOT be upgrading her ticket...just received the big NO answer!  
thanks for checking anyway!

---

**Customer ([REDACTED]) 02/02/2016 10:42 AM**

I'm k so she must do at airport. I will tell her Sent from my iPhone

---

**Customer ([REDACTED]) 02/02/2016 10:42 AM**

Ok. Thx. Sent from my iPhone

---

**Response (Natalia Molotkova) 02/02/2016 10:39 AM**

Spoke to Norwegian, they only way to pay fro overweigh is at the airport (15.00USD per KG), due to they have to weight the bag, I am sorry.

Regards,

Natalia Molotkova

Centurion Relationship Manager

[REDACTED]  
[REDACTED]

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

---

**Response (Natalia Molotkova) 02/02/2016 10:33 AM**

Let me see if we can put the weight online while checking in. Regards, Natalia Molotkova

Centurion Relationship Manager [REDACTED] [REDACTED] Hours:

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

---

**Customer ([REDACTED]) 02/02/2016 10:27 AM**

Can we just pay for 2 bags to be checked the heavier and bigger category which I think will be \$65 each. And put on Jeffreys credit card? So she doesn't have to deal with it? Do you need Jeffreys 4 digit code on his card to do so? It's [REDACTED] I will ask jeffrey if he wants me to upgrade [REDACTED] for about \$900 to do so. (I assume there are seat available in the biz/premium economy class).

Thank you Natasha !! Sent from my iPhone

---

**Response (Natalia Molotkova) 02/02/2016 10:06 AM**

Baggage allowance and cost is all here - they refereed me to the web site [http://www.norwegian.com/us/booking/booking-information/optional-charges/#Baggage\\_allowances](http://www.norwegian.com/us/booking/booking-information/optional-charges/#Baggage_allowances) BAG ALLOWANCE - [REDACTED] - 02 bags EACH PIECE UP TO 44 POUNDS/20 kg Regards, Natalia Molotkova Centurion Relationship Manager  
[REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

---

**Customer ([REDACTED]) 02/02/2016 10:03 AM**

Ok. So you are still on hold to find out fee for one bag as well as the amount to upgrade to premium economy which yesterday was like \$900 more Ok. Let me know once answers confirmed. Thx Sent from my iPhone

---

**Response (Natalia Molotkova) 02/02/2016 09:58 AM**

This airline is unique, what we see on our end as business, is actually premium economy cabin with more recline. It was a huge difference in fare yesterday, like 900.00USD with change fee. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED]  
[REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

---

**Response (Natalia Molotkova) 02/02/2016 09:52 AM**

All about bags [http://www.norwegian.com/us/booking/booking-information/optional-charges/#Baggage\\_allowances](http://www.norwegian.com/us/booking/booking-information/optional-charges/#Baggage_allowances) On hold with them to ask about premium economy. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED]  
[REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

---

**Response (Natalia Molotkova) 02/02/2016 09:49 AM**

[REDACTED] Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED]  
[REDACTED] Hours: Monday through Friday 9:00am to 5:30pm EST

---

**Customer ([REDACTED]) 02/02/2016 09:45 AM**

I am being asked about this... Did you find anything out yet? Sent from my iPhone

---

**Customer ([REDACTED]) 02/02/2016 09:18 AM**

Thx Sent from my iPhone

**Response (Natalia Molotkova) 02/02/2016 09:06 AM**

Got it, checking.. Regards, Natalia Molotkova Centurion Relationship Manager

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

---

**Response (Administrator) 02/02/2016 07:06 AM**

I am currently out of the office with no access to voicemail or email. My normal office hours are 9am to 5:30pm EST Monday through Friday. If you need immediate assistance please call the number on the back of your card and press 0 (zero) for the next available Centurion Support Associate or email [REDACTED]. Have a wonderful day! Best regards, Natalia Molotkova

---

**Customer ([REDACTED]) 02/02/2016 07:06 AM**

HI Natasha...is there premium economy on Norwegian Air? If so, can you tell me if available and how much? Also, [REDACTED] has 3 bags with her..she will need to check 2 and carry on one on plane...can you see if we need to pay for it...and we will need to do so...thanks! (I know you are in at 9am...no worries) Lesley

---

[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).

© 2016 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 [REDACTED]