

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Year End Review [Email Ref: [REDACTED]]
Date: Wed, 03 Feb 2016 18:57:45 +0000

yes, I think it best ...I can always relay something to him or give him any questions I may not know the answer to...but lets start with me...do you want to talk now?

On Feb 3, 2016, at 1:55 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) 02/03/2016 01:55 PM

No, it is not a survey, just small chat about my service, I can talk to you, if he wish, due to I think you know everything about his account. It is like a feed back chat.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 02/03/2016 01:54 PM

Hi Natasha...is this a survey you would like him to take? I have a feeling he will want me to participate on his behalf...

Response (Natalia Molotkova) 02/03/2016 01:45 PM

Dear Lesley, hello!!
I hope this email finds you well!!!
I need your help, please!!!
I'd like for Mr. Epstein to enjoy the best Membership experience possible here at American Express Centurion, that is why I'm reaching out to ask if he can find 10 minutes for me to talk about how I can be of assistance to him in 2016.
If Mr. Epstein very busy, or he thinks that I'd rather talk to you, due to most of the time I am working directly with you and you know all about his account, I will be more then happy to get some feed back from you.
Please let me know when is the best day and time to do that.
Thank you so much!!

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

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[REDACTED]