

**From:** Lesley Groff <[REDACTED]>  
**To:** Amex Centurian Travel <[REDACTED]>  
**Subject:** Re: [REDACTED] itinerary for Jan. 28 Rome/London [Email Ref: 160123-000169]  
**Date:** Fri, 22 Jan 2016 17:59:54 +0000

---

great.

On Jan 22, 2016, at 12:59 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) 01/22/2016 12:59 PM**

Ok, we issued at 331.50USD and I requested 50.00USD to be credited back.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

(877) 877-0987

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

---

**Customer ([REDACTED]) 01/22/2016 12:54 PM**

correct..at the \$281.99 price tag...  
(I found the email with the price ...)

---

**Customer ([REDACTED]) 01/22/2016 12:51 PM**

I don't have it...please do send..

---

**Response (Natalia Molotkova) 01/22/2016 12:48 PM**

You wanted to issue Norwegian, correct?

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

(877) 877-0987

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

---

**Response (Natalia Molotkova) 01/22/2016 12:47 PM**

It is issued, you don't have it? Will email it again.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

(877) 877-0987  
Hours: Monday through Friday 9:00am to 5:30pm EST

---

Customer ( [REDACTED] ) 01/22/2016 12:27 PM  
thanks..and the Norwegian flight as well on 4th?

---

**Response (Natalia Molotkova) 01/22/2016 12:23 PM**  
It is on its way...

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

(877) 877-0987  
Hours: Monday through Friday 9:00am to 5:30pm EST

---

Customer ( [REDACTED] ) 01/22/2016 12:03 PM  
It's ok...just wanted you to know in case you weren't aware!

---

**Response (Natalia Molotkova) 01/22/2016 11:32 AM**

Dear Lesley, sorry, everything is glitching here - the 3d day in a row.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

(877) 877-0987  
Hours: Monday through Friday 9:00am to 5:30pm EST

---

Customer ( [REDACTED] ) 01/22/2016 11:12 AM  
Great thank you  
FYI/ all your emails are coming to me twice (?) system glitch? Sent from my iPhone

---

**Response (Natalia Molotkova) 01/22/2016 11:02 AM**  
Sure, on it..

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

(877) 877-0987  
Hours: Monday through Friday 9:00am to 5:30pm EST

---

Customer ( [REDACTED] ) 01/22/2016 10:45 AM  
Natasha, are you able to make an itinerary for [REDACTED] on Jan. 28th Rome/London...I think below option is best since it is closest to the 10:35am departure of her real flight...  
AF 1205 FCO CDG 1015A 1225P  
AF 1780 CDG LHR 125P 145P

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#160123-000169