

**From:** [REDACTED] <[REDACTED]>  
**To:** Amex Centurian Travel <[REDACTED]>  
**Subject:** Re: SCHEDULE CHANGE Itinerary for [REDACTED] / [REDACTED] 21JAN16 [REDACTED] [Email Ref: [REDACTED]]  
**Date:** Thu, 14 Jan 2016 16:19:42 +0000

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ok thanks

On Jan 14, 2016, at 11:12 AM, 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) 01/14/2016 11:12 AM**

Could be a glitch. Issuing ticket, non refundable coach with \$200 change fee.

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Customer ([REDACTED]) 01/14/2016 11:03 AM**

something is going on here...this email of the SCHEDULE CHANGE has gone to 3 other people in my office and they keep sending it to me...can you investigate? I do want to purchase this ticket for [REDACTED]...but what is going on here? technical glitch?

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**Response (Natalia Molotkova) 01/14/2016 10:47 AM**

Very strange, it is just a hold reservation. You never confirmed that I can issue, the fare is higher then you had in attachment. S352.20

Regards,  
Natalia Molotkova  
Centurion Relationship Manager  
[REDACTED]

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

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**Customer ([REDACTED]) 01/14/2016 10:30 AM**

why is the heading here SCHEDULE CHANGE? this is [REDACTED] confirmed purchased ticket yes?

Begin forwarded message:

**From:** "American Express Travel" [REDACTED] <[REDACTED]>  
**Subject:** SCHEDULE CHANGE Itinerary for [REDACTED] / [REDACTED] 21JAN16 [REDACTED]  
**Date:** January 14, 2016 at 10:12:49 AM EST  
**To:** [REDACTED]

DO NOT REPLY TO THIS EMAIL. This message was sent from a notification only address that cannot accept incoming messages. If you have any questions, please contact the Travel Services office number located on the attached PDF.

**IMPORTANT SCHEDULE CHANGE NOTICE! REFER TO ITINERARY**

If airline tickets are purchased for this itinerary:

Airline Baggage Fee/Rules may apply and can be accessed by visiting:

<https://myamextravel.com/baggage>

You are receiving this email notification to advise:

Your travel arrangements are outlined below in this email, in the attached PDF and have been posted to a secure website.

Please click on the link to view your trip details and add link to your bookmarked favorites for easy access in the future:

## Thursday 21 Jan 16

### Flight Information

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Date	21 Jan 2016
Airline	<b>Delta Air Lines</b>
Airline Record Locator	████████
Flight/Class	<b>DL4128</b> T Economy Class
Origin	New York, La Guardia
Destination	Houston, George Bush Intercontinental
Departing	08:35 PM
Arriving	11:58 PM
Departure Terminal	Terminal D
Arrival Terminal	Terminal A
Estimated Time	4 Hrs 23 Mins
Stops	Non-stop
Seats	Unassigned

**Confirmed**

## Sunday 24 Jan 16

### Flight Information

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Date	24 Jan 2016
Airline	<b>Delta Air Lines</b>
Airline Record Locator	████████
Flight/Class	<b>DL3684</b> T Economy Class
Origin	Houston, George Bush Intercontinental
Destination	New York, La Guardia
Departing	07:15 PM
Arriving	11:38 PM
Departure Terminal	Terminal A
Arrival Terminal	Terminal D
Estimated Time	3 Hrs 23 Mins
Stops	Non-stop
Seats	Unassigned

**Confirmed**

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See attached itinerary PDF or link for full terms and conditions.

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If you are unable to view the PDF attachment, ensure you have Adobe Acrobat Reader.

Refer to website below to download and install this free software.

<http://www.adobe.com/products/acrobat/readstep.html>

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Ref [REDACTED]  
< [REDACTED] - [REDACTED] >