

From: [REDACTED] <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Change Ticket for [REDACTED] only (Rec. Loc# [REDACTED]) [Email Ref: [REDACTED]]
Date: Tue, 22 Dec 2015 14:58:55 +0000

Lets get the refund and buy a whole new ticket...thanks!

On Dec 22, 2015, at 9:14 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) 12/22/2015 09:14 AM

OK, here is what we can do.

We can keep new ticket refundable - new fare will be \$634.40, so will be exchange with refund of \$252.00. Or, we can issue new ticket as non refundable at 427.40 and request refund of the original ticket (\$886.40). Please advise how I should price it?

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Customer ([REDACTED]) 12/22/2015 09:09 AM
Thx Sent from my iPhone

Response (Natalia Molotkova) 12/22/2015 09:04 AM
Sure, changing...

Regards,
Natalia Molotkova
Centurion Relationship Manager
[REDACTED]

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

Response (Administrator) 12/22/2015 06:42 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 centurionsupport@centurion.com. Have a wonderful day! Best regards, Natalia Molotkova

Customer ([REDACTED]) 12/22/2015 06:42 AM

Morning Natasha...can you please change [REDACTED] ticket to depart on Thurs. Dec. 24th... same one if possible just on 24th.... Karyna will keep her current flight with her cat! thanks,
[REDACTED]

Begin forwarded message:

From: "American Express Travel" [REDACTED] >
Subject: Itinerary INCL TICKETNO for [REDACTED] KARYNA 23DEC15 SCNIAB
Date: December 17, 2015 at 9:21:12 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 Centurion Travel Service at [REDACTED]

If airline tickets are purchased for this itinerary:
Airline Baggage Fee/Rules may apply and can be accessed by visiting:

<https://myamextravel.com/baggage>

Your travel arrangements are outlined below in the email. Please refer to attached PDF attachment and itinerary for more details regarding your travel arrangements. Your Centurion Travel Service travel plans 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:

[View your Digital Itinerary](#)

Travel Arrangements for
SHULIAK/KARYNA
[REDACTED]

E-Ticket Number(s)

SHULIAK Ticket DL 0067736424396 16DEC
[REDACTED]

Wednesday 23 Dec 15

Other Information

CITIZENS OF BELARUS MUST CARRY A VALID PASSPORT

Other Information

CITIZENS OF RUSSIAN FEDERATION MUST CARRY A VALID PASSPORT

Other Information

SPACE FOR CAT IN THE CABIN WAS RESERVED WITH DELTA OVER THE PHONE

Other Information

PLEASE PAY FEE OF 200.00USD AT DELTA COUNTER

Flight Information

Date	23 Dec 2015
Airline	Delta Air Lines
Airline Record Locator	[REDACTED]
Flight/Class	DL465 Y Economy Class
Origin	New York, John F Kennedy International
Destination	Charlotte Amalie, Cyril E King Airport
Departing	08:35 AM
Arriving	01:40 PM

Departure Terminal	Terminal 4
Estimated Time	4 Hrs 5 Mins
Stops	Non-stop
Seats	28C, 28B

Confirmed

Entry and Exit Information for Travel

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PDF itinerary attachment:

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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California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Iowa: TA# 669 Registered Iowa Travel Agency.

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EFTA00332858

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Ref: [REDACTED]

<SHULIAK_KARYNA [REDACTED].pdf>