

From: Lesley Groff <[REDACTED]>
To: Amex Centurian Travel <[REDACTED]>
Subject: Re: Check Open Skies or another all Biz Class airline? [Email Ref: 151024-000242]
Date: Fri, 23 Oct 2015 17:17:49 +0000

AWESOME! thanks

On Oct 23, 2015, at 1:16 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) 10/23/2015 01:16 PM

Tickets are issued, itinerary is on its way. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 10/23/2015 01:12 PM

ok thanks!!!

Response (Natalia Molotkova) 10/23/2015 01:10 PM

New record locator for LA COMPAGNIE is CKTCSB, she just sent it fro ticketing, should be done shortly. Refund fro Jena's ticket might take up to 2 billing cycles. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

Response (Natalia Molotkova) 10/23/2015 12:58 PM

Ok, will wait Regards, Natalia Molotkova Centurion Relationship [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 10/23/2015 12:57 PM

ok we hung up...she said she needs 30 minutes to work on it all and will send me the tickets...

Customer ([REDACTED]) 10/23/2015 12:54 PM

no agree...hang in...will let you know when she is done

Response (Natalia Molotkova) 10/23/2015 12:49 PM

I understand, no worries. I just don't want to go to the record while she is in there... Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 10/23/2015 12:48 PM

will do...still on with her...I am totally spoiled...i really only like dealing with you now...but i needed to get moving on this...Jeffrey kept calling me...and sending me emails!

Response (Natalia Molotkova) 10/23/2015 12:43 PM

Sure. let me know when she is done. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 10/23/2015 12:42 PM

on with Solange...can you just double check her work for me when she is done :) she says she is having difficulty getting a record locator from the airline...

Response (Natalia Molotkova) 10/23/2015 12:40 PM

Ok. thank you!!! Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 10/23/2015 12:39 PM

no breaks allowed :) TEASING!
no worries...I am on hold as this person is changing the flight for me...La Compagnie is a bit less and he likes the airline better.

Response (Natalia Molotkova) 10/23/2015 12:36 PM

Ok, sorry, I was on break from 12:15 till 12:30 pm Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

Response (Natalia Molotkova) 10/23/2015 12:36 PM

1 BA 8003 24OCT ORY EWR 0140P 0415P OPERATED BY OPENSKIES 1ADT 5385.20 5385.20 We can do same flight in business 1 AF 6 24OCT CDG JFK 0200P 0415P 1ADT 5930.10 5930.10 Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 10/23/2015 12:36 PM

never mind! on with one of your coworkers...changing to La Compagnie airlines

Response (Natalia Molotkova) 10/23/2015 12:31 PM

Checking. Regards, Natalia Molotkova Centurion Relationship Manager [REDACTED] (877) 877-0987 Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([REDACTED]) 10/23/2015 12:06 PM

Jeffrey is asking if there is an Open Skies flight or another all biz class airline with availability for [REDACTED] and Jena tomorrow ..or could they both fly biz on the flight they are currently booked on...? (or we might keep them as is...but he is asking what else is out there)

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