From: Natalia Molotkova <[redacted]>
To: "[redacted]" <[redacted]>
Subject: Change Date for [redacted] to Moscow (Rec [redacted]) [Email Ref: [redacted]]
Date: Fri, 21 Aug 2015 15:39:50 +0000

Centurion Banner

Response (Natalia Molotkova) 08/21/2015 11:39 AM
OK, I can extend December 17th - the hold time - till August 25.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[redacted]
Hours: Monday through Friday 10:30am to 7:00pm EST

Response (Administrator) 08/20/2015 07:07 PM
THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!

Customer ([redacted]) 08/20/2015 07:06 PM
Hi Natasha…just let the ticket go…whew will not return on Aug. 31….and she will not go back before Oct. 31.

Still not sure on December ticket…just keep it reserved for now…when does reservation expire?

On Aug 20, 2015, at 6:52 PM, Natalia Molotkova <[redacted]> wrote:

>
>
> Response (Natalia Molotkova) 08/20/2015 06:52 PM
> Ok, I was right, the ticket - return portion - can be reused up to 345 days after the last stopover - that was outbound flight on November 21st 2014, so December 2015 is after 345 days. So we can change return only to depart by October 31st with add collect 111.00USD. For December will be new one way ticket. Let me know what you want to do.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 01:33 PM
> perfect thanks
>

> On Aug 18, 2015, at 1:14 PM, Natalia Molotkova <[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 01:14 PM
> > Ok, let us see what rate desk will say...
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 01:09 PM
> > Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, I'm having computer issues or I would have responded sooner.
> >
> > Sent from my iPhone
> >
> > > On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <[redacted]> wrote:
> > >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> > > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> > > I will...
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:39 PM
> > > ok, so when they get back to you (up to 48 hours from now) just let me know!
> > >
> > > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <[redacted]> wrote:
> > >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM

> > > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > > >
> > > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > > >
> > > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > > >
> > > > > >
> > > > > >
> > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > > >
> > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > > Regards,
> > > > > > Natalia Molotkova
> > > > > > Centurion Relationship Manager
> > > > > > [redacted]
> > > > > > [redacted]
> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > >
> > > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > > > > > Sure, let me have a look..
> > > > > > Regards,
> > > > > > Natalia Molotkova
> > > > > > Centurion Relationship Manager
> > > > > > [redacted]
> > > > > > [redacted]
> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > >
> > > > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > > >
> > > > > > Thanks, [redacted]
> > > > > >
> > > > > > >
> > > > > > >
> > > > > > >
> > > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > > >> To: [redacted]
> > > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > > > >>
> > > > > > > >> If airline tickets are purchased for this itinerary:
> > > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > > > >> http://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:
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> > > > > > > >> Friday 03 Jul 15
> > > > > > > >> Other Information
> > > > > > > >>
> > > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

> > > > > > >> Monday 31 Aug 15
> > > > > > >> Flight Information
> > > > > > >>
> > > > > > >> Date 31 Aug 2015
> > > > > > >> Airline Aeroflot
> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > > >> Stops Non-stop
> > > > > > >> Seats [redacted]
> > > > > > >> Confirmed
> > > > > > >> Entry and Exit Information for Travel
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> > > > > > >> American Express strongly recommendsthatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
> > > > > > >>
> > > > > > >>
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> > > > > > >>
> > > > > > >> See attached itinerary PDF or link for full terms and conditions.
> > > > > > >>
> > > > > > >> 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
> > > > > > >>
> > > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > > > >>
> > > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
> > > > > > >>
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floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.
> > > > > > >>
> > > > > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time w e ma y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
> > > > > > >>
> > > > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > > > please note
> > > > > > > > The information contained in this communication is
> > > > > > > > confidential, may be attorney-client privileged, may
> > > > > > > > constitute inside information, and is intended only for
> > > > > > > > the use of the addressee. It is the property of
> > > > > > > > JEE
> > > > > > > > Unauthorized use, disclosure or copying of this
> > > > > > > > communication or any part thereof is strictly prohibited
> > > > > > > > and may be unlawful. If you have received this
> > > > > > > > communication in error, please notify us immediately by
> > > > > > > > return e-mail or by e-mail to jeevacation@gmail.com, and
> > > > > > > > destroy this communication and all copies thereof,
> > > > > > > > including all attachments. copyright -all rights reserved
> > > > > > > Privacy Statement | Visit the Centurion Card website
> > > > > > > To learn more about e-mail security or report a suspicious e-mail, pleasevisitusatamericanexpress.com/phishing.
> > > > > > >
> > > > > > > © 2015 American Express. All rights reserved
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> > > > > > > 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 unde rs ta nd s an d 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.
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> > > > > >
> > > > > >
> > > > > > [redacted]
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]

> > > > > [redacted]
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> > > > >
> > > > > Thanks, [redacted]
> > > > >
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> > > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > > >> To: [redacted]
> > > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > > > >>
> > > > > > > >> If airline tickets are purchased for this itinerary:
> > > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > > > >> http://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:
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> > > > > > > >> Friday 03 Jul 15
> > > > > > > >> Other Information
> > > > > > > >>
> > > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > > >> Monday 31 Aug 15
> > > > > > > >> Flight Information
> > > > > > > >>
> > > > > > > >> Date 31 Aug 2015
> > > > > > > >> Airline Aeroflot

> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
> > > > > >> Destination Moscow, Sheremetyevo
> > > > > >> Departing 07:10 PM
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > >> Departure Terminal Terminal 1
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > >> Stops Non-stop
> > > > > >> Seats [redacted]
> > > > > >> Confirmed
> > > > > >> Entry and Exit Information for Travel
> > > > > >>
> > > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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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
> > > > > >>
> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > > >>
> > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
> > > > > >>
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> > > > > >>
> > > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and

making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time w e ma y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
> > > > > >>
> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > please note
> > > > > > The information contained in this communication is
> > > > > > confidential, may be attorney-client privileged, may
> > > > > > constitute inside information, and is intended only for
> > > > > > the use of the addressee. It is the property of
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> > > > > To learn more about e-mail security or report a suspicious e-mail, please visitusatamericanexpress.com/phishing.
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> > > > > 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

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> > > > >
> > > > >
> > > > > [redacted]
> > > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > > ok thanks
> > > >
> > > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
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> > > > >
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> > > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
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> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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> > > > > > Thanks, [redacted]
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> > > > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > > > >> To: [redacted]
> > > > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > > > > > >>
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> > > > > > > > >>
> > > > > > > > >> If airline tickets are purchased for this itinerary:

> > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > > >>
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> > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > >> Monday 31 Aug 15
> > > > > > >> Flight Information
> > > > > > >>
> > > > > > >> Date 31 Aug 2015
> > > > > > >> Airline Aeroflot
> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > > > >> American Express strongly recommendsthatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > > > >> See attached itinerary PDF or link for full terms and conditions.
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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
> > > > > > >>
> > > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > > > >>
> > > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > > > > please note
> > > > > > > The information contained in this communication is
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> > > > > > > constitute inside information, and is intended only for
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> > > > > > Privacy Statement | Visit the Centurion Card website
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> > > > > > 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 unde rs ta nd s an d 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.
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> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM

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> > > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > >>
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> > > > > >>
> > > > > >> 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:
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> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
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> > > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > >>
> > > > > >> If airline tickets are purchased for this itinerary:
> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > >> http://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:
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> > > > > >> Friday 03 Jul 15
> > > > > >> Other Information
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
> > > > > >> Flight Information
> > > > > >>
> > > > > >> Date 31 Aug 2015
> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
> > > > > >> Destination Moscow, Sheremetyevo
> > > > > >> Departing 07:10 PM
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> > > > > >> Departure Terminal Terminal 1
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> > > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > > >> See attached itinerary PDF or link for full terms and conditions.
> > > > > >>
> > > > > >> 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.
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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Centurion Relationship Manager
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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0126
> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
> > >
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> > > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > > >
> > > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
> > > > >
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> > > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > > Thanks, [redacted]
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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.
> > > > > >>
> > > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time w e ma y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
> > > > > >>
> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15

> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
> > > > >>
> > > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> PDF itinerary attachment:
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> > > > >>
> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.
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> > > > > please note
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> > > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing.
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> > > >
> > > >
> > > > [redacted]
> > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > ok thanks
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me

know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
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> > > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > >>
> > > > > >> If airline tickets are purchased for this itinerary:
> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > >> http://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:
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> > > > > >> Friday 03 Jul 15
> > > > > >> Other Information
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
> > > > > >> Flight Information
> > > > > >>
> > > > > >> Date 31 Aug 2015
> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
> > > > > >> Destination Moscow, Sheremetyevo
> > > > > >> Departing 07:10 PM
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > >> Departure Terminal Terminal 1
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > >> Stops Non-stop
> > > > > >> Seats [redacted]
> > > > > >> Confirmed
> > > > > >> Entry and Exit Information for Travel
> > > > > >>
> > > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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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.
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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > > >>
> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > > >>
> > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Sure, let me have a look..
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> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
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> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:

> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
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> > > > >>
> > > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
> > > > >>
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> > > > >>
> > > > >> See attached itinerary PDF or link for full terms and conditions.
> > > > >>
> > > > >> 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
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
> > > > >>
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> > > > >>
> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
> > > > > The information contained in this communication is
> > > > > confidential, may be attorney-client privileged, may
> > > > > constitute inside information, and is intended only for
> > > > > the use of the addressee. It is the property of

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> > > > Privacy Statement | Visit the Centurion Card website
> > > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing.
> > > >
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > [redacted]
> > > > [redacted]
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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
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> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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> > > >
> > > > Thanks, [redacted]

> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> 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:
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
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> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
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> > > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American

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> > > > >> See attached itinerary PDF or link for full terms and conditions.
> > > > >>
> > > > >> 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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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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> > > > > confidential, may be attorney-client privileged, may
> > > > > constitute inside information, and is intended only for
> > > > > the use of the addressee. It is the property of
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> > > >> Entry and Exit Information for Travel
> > > >>
> > > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
> > > >>
> > > >>
> > > >> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please

review the American Express Privacy Statement at http://www.americanexpress.com/privacy.
> > > >>
> > > >> See attached itinerary PDF or link for full terms and conditions.
> > > >>
> > > >> 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
> > > >>
> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > >>
> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
> > > >>
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> > > >>
> > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
> > > >>
> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
> > > > The information contained in this communication is
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> > > > JEE
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing.
> > >
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> > >
> > > 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 understand s an d 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.
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California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> > >
> > >
> > > [redacted]
> >
> > From: [redacted]>
> > Content-Type: multipart/alternative;
> > boundaryple-Mail-B39BF4A2-F1F8-4A9D-AD07-66B381C04D9D
> >
> > Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.
> >
> > Sent from my iPhone
> > On Aug 18, 2015, at 12:46 PM, Natalia Molotkova < [redacted]
> wrote:
> >
> >
> >
> >
> >
> >
> >
> >
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> >
> >
> > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> >
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> >
> >
> > I will...
> >
> >
> > Regards,

> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> >
> >
> > Customer ([redacted]) 08/18/2015 12:39 PM
> >
> >
> > ok, so when they get back to you (up to 48 hours from now) just let me know!
> >
> > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova < [redacted]
> wrote:
> >
> > >
> >
> > >
> >
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> >
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > >
> >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> >
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > >
> >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
> >

> > >
> >
> > > >
> >
> > > >
> >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > >
> >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > > > >
> >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > > > >
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> > > > > >
> >
> > > > > >
> >
> > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > > > > > >
> >
> > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >

> > > > > Regards,
> >
> > > > > Natalia Molotkova
> >
> > > > > Centurion Relationship Manager
> >
> > > > > [redacted]
> >
> > > > > [redacted]
> >
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > > > >
> >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > > > Sure, let me have a look..
> >
> > > > > Regards,
> >
> > > > > Natalia Molotkova
> >
> > > > > Centurion Relationship Manager
> >
> > > > > [redacted]
> >
> > > > > [redacted]
> >
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > >
> >
> > > > > Response (Administrator) 08/18/2015 07:48 AM
> >
> > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> >
> > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> >
> > > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> >
> > > > >
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> > > > > Thanks, [redacted]
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> > > > > > >> From: "American Express Travel" < [redacted] >
> >
> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > > > > >> To: [redacted]
> >
> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> >
> > > > > > >>
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> > > > > > >> 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 1-[redacted].
> >
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> > > > > > >> If airline tickets are purchased for this itinerary:
> >
> > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > > >> http://myamextravel.com/baggage
> >
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> > > > > > >> 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:
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> > > > > > >> Friday 03 Jul 15
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> > > > > > >> Other Information
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> >
> > > > > >> Monday 31 Aug 15
> >
> > > > > >> Flight Information
> >
> > > > > >>
> >
> > > > > >> Date 31 Aug 2015
> >
> > > > > >> Airline Aeroflot
> >
> > > > > >> Airline Record Locator [redacted]
> >
> > > > > >> Flight/Class SU103 L Economy Class
> >
> > > > > >> Origin New York, John F Kennedy International
> >
> > > > > >> Destination Moscow, Sheremetyevo
> >
> > > > > >> Departing 07:10 PM
> >
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> >
> > > > > >> Departure Terminal Terminal 1
> >
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> >
> > > > > >> Estimated Time 9 Hrs 15 Mins
> >
> > > > > >> Stops Non-stop
> >
> > > > > >> Seats [redacted]
> >
> > > > > >> Confirmed
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> > > > > >> Entry and Exit Information for Travel
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> > > > > >> American Express strongly recommendsthatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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http://www.americanexpress.com/privacy .
> >
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> > > > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > > > >> PDF itinerary attachment:
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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.
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> > > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > > and may be unlawful. If you have received this
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> > > > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > > > destroy this communication and all copies thereof,
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> > s an d 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.
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> >
> > > > > [redacted]
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> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > Thanks, [redacted]
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> > > > > > > From: "American Express Travel" < [redacted] >
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> > > > > > > Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > > > > > To: [redacted]
> >
> > > > > > > Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > > > 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 1-[redacted].
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> > > > > > > If airline tickets are purchased for this itinerary:
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> > > > > > > Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > > > http://myamextravel.com/baggage
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> > > > >> Friday 03 Jul 15
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> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> >
> > > > >> Monday 31 Aug 15
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> > > > >> Flight Information
> >
> > > > >>
> >
> > > > >> Date 31 Aug 2015
> >
> > > > >> Airline Aeroflot
> >
> > > > >> Airline Record Locator [redacted]
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> > > > >> Flight/Class SU103 L Economy Class
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> > > > >> Origin New York, John F Kennedy International
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> > > > >> Destination Moscow, Sheremetyevo
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> > > > >> Departing 07:10 PM
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> > > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > > >> Departure Terminal Terminal 1
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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at http://www.americanexpress.com/privacy .
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma y
> > en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > The information contained in this communication is
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> > > > > constitute inside information, and is intended only for
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> > > > 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 understa nd s
> > an d 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.
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> > na ctions 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 pleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> >
> > > > [redacted]
> >
> > > Customer ([redacted]) 08/18/2015 12:00 PM
> >
> > > ok thanks
> >
> > >
> >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
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> > >
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> >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > >
> >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me

know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
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> >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > > > > >
> >
> > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > > > > Regards,
> >
> > > > > > Natalia Molotkova
> >
> > > > > > Centurion Relationship Manager
> >
> > > > > > [redacted]
> >
> > > > > > [redacted]
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> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > > > > Sure, let me have a look..
> >
> > > > > > Regards,
> >
> > > > > > Natalia Molotkova
> >
> > > > > > Centurion Relationship Manager
> >
> > > > > > [redacted]
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> > > > > > [redacted]
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> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST

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> > > > > Response (Administrator) 08/18/2015 07:48 AM
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> > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> >
> > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> >
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > > Thanks, [redacted]
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> > > > > > > >> From: "American Express Travel" < [redacted] >
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> > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > > > >> To: [redacted]
> >
> > > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > > > >> 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 1-[redacted].
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> > > > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > > > >> http://myamextravel.com/baggage
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> > > > > >> 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:
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> > > > > >> Other Information
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > > >> Monday 31 Aug 15
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> > > > > >> Flight Information
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> > > > > >> Date 31 Aug 2015
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> > > > > >> Airline Aeroflot
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> > > > > >> Airline Record Locator [redacted]
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> > > > > >> Flight/Class SU103 L Economy Class
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> > > > > >> Origin New York, John F Kennedy International
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> > > > > >> Departing 07:10 PM
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> > > > > >> Departure Terminal Terminal 1
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> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > > >> PDF itinerary attachment:
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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.
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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > > communication or any part thereof is strictly prohibited
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> > > > Centurion Relationship Manager
> >
> > > > [redacted]
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> > > > > > >> To: [redacted]
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> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > >> http://myamextravel.com/baggage
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > >> Monday 31 Aug 15
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> > > > >> Date 31 Aug 2015
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> > > > >> Airline Aeroflot
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html

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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > >> Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.
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> > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma y
> > en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > The information contained in this communication is
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> > > > > constitute inside information, and is intended only for
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> > > > > the use of the addressee. It is the property of
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> > > > > communication in error, please notify us immediately by
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> > > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > To learn more about e-mail security or report a suspicious e-mail, please visitusatamericanexpress.com/phishing .
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> > > > 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 understa nd s
> > an d 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.
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> > na ctions 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 pleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> >
> > > > [redacted]
> >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >

> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > >
> >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > >
> >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >
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> >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > > > >
> >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > > Sure, let me have a look..
> >
> > > > Regards,

> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Administrator) 08/18/2015 07:48 AM
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> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> >
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> >
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > Thanks, [redacted]
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> > > > > From: "American Express Travel" < [redacted] >
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> > > > > Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > > > To: [redacted]
> >
> > > > > Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > 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 1-[redacted].
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > >> http://myamextravel.com/baggage
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> > > > >> 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:
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > >> Monday 31 Aug 15
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> > > > >> Flight Information
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> > > > >>
> >
> > > > >> Date 31 Aug 2015
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> > > > >> Airline Aeroflot
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> > > > >> Airline Record Locator [redacted]
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> > > > >> Flight/Class SU103 L Economy Class
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> > > > >> Origin New York, John F Kennedy International
> >
> > > > >> Destination Moscow, Sheremetyevo

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> > > > >> Departing 07:10 PM
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> > > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > > >> Departure Terminal Terminal 1
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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> Stops Non-stop
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> > > > >> Seats [redacted]
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at http://www.americanexpress.com/privacy .
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a

pleasant trip.
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> > > > > the use of the addressee. It is the property of
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> > > > > Unauthorized use, disclosure or copying of this
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> > > > > communication or any part thereof is strictly prohibited
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> > > > > and may be unlawful. If you have received this
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> > > > > communication in error, please notify us immediately by
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> > > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > > destroy this communication and all copies thereof,
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> > > > > including all attachments. copyright -all rights reserved
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> > > > > Privacy Statement | Visit the Centurion Card website
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> > > > > To learn more about e-mail security or report a suspicious e-mail, please visitusatamericanexpress.com/phishing .
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> > an d 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.
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> > > > [redacted]
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> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >

> > > [redacted]
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> > > [redacted]
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >

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> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
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> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> Friday 03 Jul 15
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> > > >> Other Information
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> >
> > > >> Monday 31 Aug 15
> >
> > > >> Flight Information
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
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> > > >> Origin New York, John F Kennedy International
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> > > >> Destination Moscow, Sheremetyevo
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> > > >> Departing 07:10 PM
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> > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
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> > > > The information contained in this communication is
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> > > 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 understand s an
> > d 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.
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> > ctions 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 visitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
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> >
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> >
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> >
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> >
> >
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can… but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [redacted]
> wrote:
> >
> > >
> >
> > >
> >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > >
> >
> > > Customer ([redacted]) 08/18/2015 11:39 AM

> >
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > >
> >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >
> >
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> >
> > > >
> >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > > >
> >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > > Sure, let me have a look..
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >

> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Administrator) 08/18/2015 07:48 AM
> >
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> >
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> >
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > Thanks, [redacted]
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> > > > >> From: "American Express Travel" < [redacted] >
> >
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > > >> To: [redacted]
> >
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> 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 1-[redacted].
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > >> http://myamextravel.com/baggage

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> > > > >> 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:
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > >> Monday 31 Aug 15
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> > > > >> Flight Information
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> > > > >> Date 31 Aug 2015
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> > > > >> Airline Aeroflot
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> > > > >> Airline Record Locator [redacted]
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> > > > >> Flight/Class SU103 L Economy Class
> >
> > > > >> Origin New York, John F Kennedy International
> >
> > > > >> Destination Moscow, Sheremetyevo
> >
> > > > >> Departing 07:10 PM
> >
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> >
> > > > >> Departure Terminal Terminal 1
> >

> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> Stops Non-stop
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> > > > >> Seats [redacted]
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> > > > >> Confirmed
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> > > > >> Entry and Exit Information for Travel
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before

your trip regarding the existence and amount of such charges.
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> > > Regards,
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> > > Centurion Relationship Manager
> >
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> >
> > > [redacted]
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> > > > > > >> To: [redacted]
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> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> Friday 03 Jul 15
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> > > >> Other Information
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> >
> > > >> Monday 31 Aug 15
> >
> > > >> Flight Information
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> > > >> Date 31 Aug 2015
> >
> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]

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> > > >> Flight/Class SU103 L Economy Class
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> > > >> Origin New York, John F Kennedy International
> >
> > > >> Destination Moscow, Sheremetyevo
> >
> > > >> Departing 07:10 PM
> >
> > > >> Arriving 11:25 AM / 01 Sep 2015
> >
> > > >> Departure Terminal Terminal 1
> >
> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> Seats [redacted]
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > the use of the addressee. It is the property of
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> > > > communication or any part thereof is strictly prohibited
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> > > > and may be unlawful. If you have received this
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> > > > communication in error, please notify us immediately by
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> > > Privacy Statement | Visit the Centurion Card website
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> > > 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 understand s an
> > d 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.
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> > ctions 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 visitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > [redacted]
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> >
> > Customer ([redacted]) 08/18/2015 12:00 PM
> >
> >
> > ok thanks
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [redacted]
> wrote:

> >
> > >
> >
> > >
> >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > >
> >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > >
> >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > > Regards,

> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > > Sure, let me have a look..
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
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> > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Administrator) 08/18/2015 07:48 AM
> >
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> >
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> >
> > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > Thanks, [redacted]
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> > > > > > From: "American Express Travel" < [redacted] >
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> > > > > > Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > > > > To: [redacted]
> >
> > > > > > Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > > 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 1-[redacted].
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> > > > > > If airline tickets are purchased for this itinerary:
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> > > > > > Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > > http://myamextravel.com/baggage
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> > > > > > 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:
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> > > > > > CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

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> > > > >> Monday 31 Aug 15
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> > > > >> Flight Information
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> > > > >> Date 31 Aug 2015
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> > > > >> Airline Aeroflot
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> > > > >> Airline Record Locator [redacted]
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> > > > >> Flight/Class SU103 L Economy Class
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> > > > >> Origin New York, John F Kennedy International
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> > > > >> Destination Moscow, Sheremetyevo
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> > > > >> Departing 07:10 PM
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> > > > >> Arriving 11:25 AM / 01 Sep 2015
> >
> > > > >> Departure Terminal Terminal 1
> >
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> Stops Non-stop
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> > > > >> Seats [redacted]
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> > > > >> Confirmed
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> > > > >> Entry and Exit Information for Travel
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > [redacted]

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> > > Regards,
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> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
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> > > Thanks, [redacted]
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> > > > > >> From: "American Express Travel" < [redacted] >
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> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > >> To: [redacted]
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> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > >> http://myamextravel.com/baggage
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > >> Monday 31 Aug 15
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> > > >> Flight Information
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
> >
> > > >> Origin New York, John F Kennedy International
> >
> > > >> Destination Moscow, Sheremetyevo
> >
> > > >> Departing 07:10 PM
> >
> > > >> Arriving 11:25 AM / 01 Sep 2015
> >
> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> American Express strongly recommends that
youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate

entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> PDF itinerary attachment:
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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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 ina
> > ctions 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 visitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> >
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> > > [redacted]
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> >
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
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> >
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> >
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova < [redacted] > wrote:
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> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > >
> >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
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> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > Sure, let me have a look..
> >
> > > Regards,
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> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
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> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 AM
> >
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> >
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> >
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to

Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
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> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
> >
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> 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 1-[redacted].
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> 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:
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> > > >> Friday 03 Jul 15
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> > > >> Other Information
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > >> Monday 31 Aug 15
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> > > >> Flight Information
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
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> > > >> Origin New York, John F Kennedy International
> >
> > > >> Destination Moscow, Sheremetyevo
> >
> > > >> Departing 07:10 PM
> >
> > > >> Arriving 11:25 AM / 01 Sep 2015
> >
> > > >> Departure Terminal Terminal 1
> >
> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> Seats [redacted]
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> > > >> Confirmed
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> > > >> Entry and Exit Information for Travel
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American

Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma y en
> > t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
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> > > > The information contained in this communication is
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> > > > Unauthorized use, disclosure or copying of this
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> > > > and may be unlawful. If you have received this
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> > > > destroy this communication and all copies thereof,
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> > > 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 understand s an
> > d 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.
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> > > [redacted]
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> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> >
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
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> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> > Sure, let me have a look..
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> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
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> > [redacted]
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> > [redacted]
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> >
> > Customer ([redacted]) 08/18/2015 07:48 AM
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> >
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> >
> > Thanks, [redacted]
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> > >> From: "American Express Travel" < [redacted] >
> >
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > >> To: [redacted]
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> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >> 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 1-[redacted].
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> > >> If airline tickets are purchased for this itinerary:

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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > >> http://myamextravel.com/baggage
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> > >> 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:
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> >
> > >> Monday 31 Aug 15
> >
> > >> Flight Information
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> > >> Date 31 Aug 2015
> >
> > >> Airline Aeroflot
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> > >> Airline Record Locator [redacted]
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> > >> Flight/Class SU103 L Economy Class
> >
> > >> Origin New York, John F Kennedy International
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> > >> Destination Moscow, Sheremetyevo
> >
> > >> Departing 07:10 PM
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> > >> Arriving 11:25 AM / 01 Sep 2015
> >
> > >> Departure Terminal Terminal 1
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> > >> Arrival Terminal Terminal D - Domestic/Intl
> >
> > >> Estimated Time 9 Hrs 15 Mins
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> > >> Stops Non-stop
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> > >> Seats [redacted]
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> > >> Confirmed
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> > >> Entry and Exit Information for Travel
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> > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:
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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.
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > The information contained in this communication is
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> > > confidential, may be attorney-client privileged, may
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> > > constitute inside information, and is intended only for
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> > > the use of the addressee. It is the property of
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> > 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

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> >
> >
> > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> > I will...
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:39 PM
> > ok, so when they get back to you (up to 48 hours from now) just let me know!
> >
> > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <[redacted]> wrote:

> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
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> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
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> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]

> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
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> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
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> > > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > >>
> > > > > >> If airline tickets are purchased for this itinerary:
> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > >> 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:
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> > > > > >> Friday 03 Jul 15

> > > > > >> Other Information
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
> > > > > >> Flight Information
> > > > > >>
> > > > > >> Date 31 Aug 2015
> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
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> > > > > >> Departure Terminal Terminal 1
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > > >> Seats [redacted]
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> > > > > >> Entry and Exit Information for Travel
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> > > > > >> American Express strongly recommendsthatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > > >> See attached itinerary PDF or link for full terms and conditions.
> > > > > >>
> > > > > >> 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
> > > > > >>
> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > > >>
> > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > please note
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> > > > > > confidential, may be attorney-client privileged, may
> > > > > > constitute inside information, and is intended only for
> > > > > > the use of the addressee. It is the property of
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> > > > > Privacy Statement | Visit the Centurion Card website
> > > > > To learn more about e-mail security or report a suspicious e-mail, pleasevisitusatamericanexpress.com/phishing.
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> > > > > > > > >> To: [redacted]
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > please note
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> > > > > the use of the addressee. It is the property of
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> > > >
> > > >
> > > > [redacted]
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> > > ok thanks
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
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> > >
> > > >
> > > >
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> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
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> > > > > >> See attached itinerary PDF or link for full terms and conditions.

> > > > > >>
> > > > > >> 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
> > > > > >>
> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > >

> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
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> > > > > > > > >
> > > > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > > > >> To: [redacted]
> > > > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > > > > >>
> > > > > > > > >> If airline tickets are purchased for this itinerary:
> > > > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
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> > > > >> PDF itinerary attachment:
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html

> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,

> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >

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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://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:
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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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 i na ctions 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 pleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > [redacted]
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> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]

> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>
> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
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> > > >> Airline Aeroflot
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> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
> > > >>
> > > >> 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
> > > >>
> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > >>
> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
> > > > The information contained in this communication is
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> > > > constitute inside information, and is intended only for
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing.
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0126
> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can… but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager

> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
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> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > >>
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> > > > >>
> > > > >> 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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > please note
> > > > > The information contained in this communication is
> > > > > confidential, may be attorney-client privileged, may
> > > > > constitute inside information, and is intended only for
> > > > > the use of the addressee. It is the property of
> > > > > JEE
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> > > > > communication or any part thereof is strictly prohibited
> > > > > and may be unlawful. If you have received this
> > > > > communication in error, please notify us immediately by
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> > > > > destroy this communication and all copies thereof,
> > > > > including all attachments. copyright -all rights reserved
> > > > Privacy Statement | Visit the Centurion Card website
> > > > To learn more about e-mail security or report a suspicious e-mail, please visitusatamericanexpress.com/phishing.
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> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
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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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > >
> > >
> > > [redacted]
> > Customer ([redacted]) 08/18/2015 12:00 PM
> > ok thanks
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].

> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
> > > > >>
> > > > >> PDF itinerary attachment:

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> > > > >>
> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >
> > > >
> > > > [redacted]

> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
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> > > Centurion Relationship Manager
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> > > [redacted]
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> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> Airline Record Locator [redacted]
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]

> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
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> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >

> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>
> > > >> If airline tickets are purchased for this itinerary:
> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > >> http://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:
> > > >>
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
> > > >>
> > > >>

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> > > >> See attached itinerary PDF or link for full terms and conditions.
> > > >>
> > > >> 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
> > > >>
> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > >>
> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > please note
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> > > Privacy Statement | Visit the Centurion Card website
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> > >> Departure Terminal Terminal 1
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> > >> http://www.adobe.com/products/acrobat/readstep.html
> > >>
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> > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing.
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> >
> >
> > [redacted]

> Response (Natalia Molotkova) 08/18/2015 01:14 PM
> Ok, let us see what rate desk will say...
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 01:09 PM
> Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.
>
> Sent from my iPhone
>
> > On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <[redacted]> wrote:
> >
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> > I will...
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:39 PM
> > ok, so when they get back to you (up to 48 hours from now) just let me know!
> >
> > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager

> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
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> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
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> > > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > > >> To: [redacted]
> > > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > > > >>
> > > > > > > >> If airline tickets are purchased for this itinerary:
> > > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > > > >> http://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:
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> > > > > > > >> Friday 03 Jul 15
> > > > > > > >> Other Information
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> > > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > > >> Monday 31 Aug 15
> > > > > > > >> Flight Information
> > > > > > > >>
> > > > > > > >> Date 31 Aug 2015
> > > > > > > >> Airline Aeroflot

> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
> > > > > >> Destination Moscow, Sheremetyevo
> > > > > >> Departing 07:10 PM
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > >> Departure Terminal Terminal 1
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> > > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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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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> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and

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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
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> > > > Thanks, [redacted]
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> > > > > please note
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> > > >
> > > >
> > > > [redacted]
> > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > ok thanks
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
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> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
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> > > > > Thanks, [redacted]
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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > > >>
> > > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time w e ma y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
> > > > > >>
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > > > > >
> > > > > > > >
> > > > > > > >
> > > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > > >> To: [redacted]
> > > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > > > >>
> > > > > > > >> If airline tickets are purchased for this itinerary:
> > > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
> > > > >>
> > > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me

know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://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:
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
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> > > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > >>
> > > > > >> If airline tickets are purchased for this itinerary:
> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > >> http://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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
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> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
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> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
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> > > >>

> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > >>
> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >>
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova

> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can… but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
> > > <[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager

> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > >>
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> > > > >> Airline Record Locator [redacted]
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> > > > 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

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> > >
> > >
> > > [redacted]
> > Customer ([redacted]) 08/18/2015 12:00 PM
> > ok thanks
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> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
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> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
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> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > >
> > > > Thanks, [redacted]
> > > >
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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://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:

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> > > > >> Friday 03 Jul 15
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> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
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> > > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >>
> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but

not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>

> > > >> If airline tickets are purchased for this itinerary:
> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > >> http://myamextravel.com/baggage
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
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> > > >> See attached itinerary PDF or link for full terms and conditions.
> > > >>
> > > >> 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
> > > >>
> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
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> >
> >
> > [redacted]
>
> From: [redacted]>
> Content-Type: multipart/alternative;
> boundaryple-Mail-B39BF4A2-F1F8-4A9D-AD07-66B381C04D9D
>
> Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.
>
> Sent from my iPhone

> On Aug 18, 2015, at 12:46 PM, Natalia Molotkova < [redacted] >
wrote:
>
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>
> Response (Natalia Molotkova) 08/18/2015 12:46 PM
>
>
> [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December
17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond
from the rate desk?
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
>
>
> Response (Natalia Molotkova) 08/18/2015 12:40 PM
>
>
> I will...
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
>
>
> Customer ([redacted]) 08/18/2015 12:39 PM

>
>
> ok, so when they get back to you (up to 48 hours from now) just let me know!
>
> On Aug 18, 2015, at 12:34 PM, Natalia Molotkova < [redacted] >
wrote:
>
> >
>
> >
>
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
>
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to
rate desk.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
>
> > Customer ([redacted]) 08/18/2015 12:21 PM
>
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…
but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> >
>
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [redacted]
> wrote:
>
> >
>
> > >
>
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk,
might take up to 48 hours.
>
> > > Regards,
>
> > > Natalia Molotkova

>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
>
> > >
>
> > > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> > >
>
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > >
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> > > > > > [redacted]
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>
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> > > > Natalia Molotkova
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> > > > Centurion Relationship Manager
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>
> > > > [redacted]
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> > > >
>
> > > > Thanks, [redacted]
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> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > > >> Departure Terminal Terminal 1
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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at http://www.americanexpress.com/privacy.
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma
> y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > The information contained in this communication is
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> > > > > constitute inside information, and is intended only for
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> > > > 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 understa nd
> s an d 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.
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> > > > [redacted]
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> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > >
>
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,

> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
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> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
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> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> 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 1-[redacted].
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> 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:
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

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> > > >> Monday 31 Aug 15
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> > > >> Flight Information
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
>
> > > >> Origin New York, John F Kennedy International
>
> > > >> Destination Moscow, Sheremetyevo
>
> > > >> Departing 07:10 PM
>
> > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Seats [redacted]
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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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.
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> en t er into other business relationships with suppliers and these arrangements, including

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> an d 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.
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> > > [redacted]
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> > Customer ([redacted]) 08/18/2015 12:00 PM
>
> > ok thanks
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> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [redacted]
> wrote:
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> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
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> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > >
>
> > > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > Regards,
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> > > > Natalia Molotkova
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> > > > Centurion Relationship Manager
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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> > > > Sure, let me have a look..
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> > > > Response (Administrator) 08/18/2015 07:48 AM
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> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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> > > > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your

shift starts….!
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> > > > Thanks, [redacted]
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> > > > > >> From: "American Express Travel" < [redacted] >
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> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > >> To: [redacted]
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> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > >> 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 1-[redacted].
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> > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > >> http://myamextravel.com/baggage
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> > > > > >> 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:
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > > >> Airline Record Locator [redacted]
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> > > > > >> Destination Moscow, Sheremetyevo
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> > > > > >> Departing 07:10 PM
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> > > > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > > > >> Departure Terminal Terminal 1
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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> > > > > The information contained in this communication is
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> > > > > constitute inside information, and is intended only for
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> > > > > 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 understa nd
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> > > > [redacted]
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> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > >
>
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > Sure, let me have a look..
>
> > > Regards,
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> > > Natalia Molotkova
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> > > Centurion Relationship Manager
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> > > [redacted]
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> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 AM
>
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>
> > > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
>
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> > > >> 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 1-[redacted].
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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>
> > > >> 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:
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > >> Monday 31 Aug 15
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> > > >> Flight Information
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
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> > > >> Origin New York, John F Kennedy International
>
> > > >> Destination Moscow, Sheremetyevo
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> > > >> Departing 07:10 PM
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> > > >> Arriving 11:25 AM / 01 Sep 2015
>
> > > >> Departure Terminal Terminal 1
>
> > > >> Arrival Terminal Terminal D - Domestic/Intl
>
> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> Seats [redacted]
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> > > >> Entry and Exit Information for Travel
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> > > >> PDF itinerary attachment:
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> an d 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.
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> > > [redacted]
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> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova < [redacted]
> wrote:
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> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
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> > > [redacted]
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> > > Sure, let me have a look..
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> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
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>
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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> > > > >> From: "American Express Travel" < [redacted] >
>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> > > > >> To: [redacted]
>
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> 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 1-[redacted].
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > >> http://myamextravel.com/baggage
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> > > > >> 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:
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > >> Monday 31 Aug 15
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> > > >> Flight Information
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
>
> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
>
> > > >> Origin New York, John F Kennedy International
>
> > > >> Destination Moscow, Sheremetyevo
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> > > >> Departing 07:10 PM
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> > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.
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> na ctions 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 pleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > [redacted]
>
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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>
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
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> > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > Sure, let me have a look..
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]

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> > [redacted]
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> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > Response (Administrator) 08/18/2015 07:48 AM
>
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>
> > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > Thanks, [redacted]
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> > >> From: "American Express Travel" < [redacted] >
>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > >> To: [redacted]
>
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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>
> > >> 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 1-[redacted].
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> > >> If airline tickets are purchased for this itinerary:
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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > >> http://myamextravel.com/baggage
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> > >> 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:
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> > >> Friday 03 Jul 15
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> > >> Other Information
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
>
> > >> Monday 31 Aug 15
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> > >> Flight Information
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> > >>
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> > >> Date 31 Aug 2015
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> > >> Airline Aeroflot
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> > >> Airline Record Locator [redacted]
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> > >> Flight/Class SU103 L Economy Class
>
> > >> Origin New York, John F Kennedy International
>
> > >> Destination Moscow, Sheremetyevo
>
> > >> Departing 07:10 PM
>
> > >> Arriving 11:25 AM / 01 Sep 2015
>
> > >> Departure Terminal Terminal 1

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> > >> Arrival Terminal Terminal D - Domestic/Intl
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> > >> Estimated Time 9 Hrs 15 Mins
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> > >> Stops Non-stop
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> > >> Seats [redacted]
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> > >> Confirmed
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> > >> Entry and Exit Information for Travel
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> > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:
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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.
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your

trip regarding the existence and amount of such charges.
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> t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > please note
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> d 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.
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> > [redacted]
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> Response (Natalia Molotkova) 08/18/2015 12:34 PM
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>
> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> Customer ([redacted]) 08/18/2015 12:21 PM
>
>
> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can… but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [redacted] > wrote:
>
> >
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> >
>
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
>
> >
>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> >
>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova < [redacted] > wrote:
>
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> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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>
> > > Sure, let me have a look..
>
> > > Regards,
>
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> > > Centurion Relationship Manager
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> > > [redacted]
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>
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > >> Monday 31 Aug 15
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
>
> > > >> Origin New York, John F Kennedy International
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> > > >> Destination Moscow, Sheremetyevo
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> > > >> Departing 07:10 PM
>
> > > >> Arriving 11:25 AM / 01 Sep 2015
>
> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> 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:
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> > >> Monday 31 Aug 15
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> > >> Flight Information
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> > >> Airline Aeroflot
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> > >> Airline Record Locator [redacted]
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> > >> Flight/Class SU103 L Economy Class
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> > >> Origin New York, John F Kennedy International
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> > >> Departing 07:10 PM
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> > >> Departure Terminal Terminal 1
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> > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:
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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.
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may en
> t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> d 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.
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> ctions 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 visitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > [redacted]
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>
>
> Customer ([redacted]) 08/18/2015 12:00 PM
>
>
> ok thanks
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [redacted] > wrote:
>
> >
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> >
>
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> >
>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova < [redacted]
> wrote:
>
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> > > >
>
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> > > >
>
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > > Regards,
>
> > > > Natalia Molotkova
>
> > > > Centurion Relationship Manager
>
> > > > [redacted]
>
> > > > [redacted]
>
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > > Sure, let me have a look..
>
> > > > Regards,
>
> > > > Natalia Molotkova
>
> > > > Centurion Relationship Manager

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> > > [redacted]
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> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 AM
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> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>
> > > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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> > > > >> From: "American Express Travel" < [redacted] >
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> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > >> To: [redacted]
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> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class
>
> > > >> Origin New York, John F Kennedy International
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> > > >> Destination Moscow, Sheremetyevo
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> > > >> Departing 07:10 PM
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> > > >> Arriving 11:25 AM / 01 Sep 2015

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> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not

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> > > [redacted]
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>
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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> > > please note
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> > > The information contained in this communication is
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> > > confidential, may be attorney-client privileged, may
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> > > constitute inside information, and is intended only for
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> > > the use of the addressee. It is the property of
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> > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing .
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> d 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.
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> ctions 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 visitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > [redacted]
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> Response (Natalia Molotkova) 08/18/2015 11:53 AM
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> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>

>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> Customer ([redacted]) 08/18/2015 11:39 AM
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>
> This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova < [redacted] > wrote:
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> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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>
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > Sure, let me have a look..
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Administrator) 08/18/2015 07:48 AM
> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > Customer ([redacted]) 08/18/2015 07:48 AM
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> >
> > Thanks, [redacted]
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> > >
> > >> From: "American Express Travel" < [redacted] >
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [redacted]
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
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> > >> If airline tickets are purchased for this itinerary:
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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > >> http://myamextravel.com/baggage
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> > >> 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:
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> > >> Friday 03 Jul 15
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> > >> Other Information
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > >> Monday 31 Aug 15
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> > >> Flight Information
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> > >> Date 31 Aug 2015
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> > >> Airline Aeroflot
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> > >> Airline Record Locator [redacted]

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> > >> Flight/Class SU103 L Economy Class
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> > >> Origin New York, John F Kennedy International
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> > >> Destination Moscow, Sheremetyevo
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> > >> Departing 07:10 PM
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> > >> Arriving 11:25 AM / 01 Sep 2015
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> > >> Departure Terminal Terminal 1
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> > >> Arrival Terminal Terminal D - Domestic/Intl
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> > >> Estimated Time 9 Hrs 15 Mins
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> > >> Stops Non-stop
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> > >> Seats [redacted]
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> > >> Confirmed
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> > >> Entry and Exit Information for Travel
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> > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:
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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.
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > destroy this communication and all copies thereof,
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> > > including all attachments. copyright -all rights reserved
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> > Privacy Statement | Visit the Centurion Card website
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> > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing .
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> ctions 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 visitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> I did email it to the rate desk fro them to double check the rules again, due to the original

ticket was exchanged couple time.
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> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
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> [redacted]
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> Hours: Monday through Friday 10:30am to 7:00pm EST
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> Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> Sure, let me have a look..
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> Regards,
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> Natalia Molotkova
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> Centurion Relationship Manager
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> Response (Administrator) 08/18/2015 07:48 AM
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> Customer ([redacted]) 08/18/2015 07:48 AM
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>
> Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow

to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> Thanks, [redacted]
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> >> From: "American Express Travel" < [redacted] >
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> >> Date: June 26, 2015 at 6:34:07 PM EDT
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> >> To: [redacted]
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> >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> >> If airline tickets are purchased for this itinerary:
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> >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> >> http://myamextravel.com/baggage
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> >> 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:
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> >> Friday 03 Jul 15
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> >> Other Information
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> >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> >> Monday 31 Aug 15
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> >> Flight Information
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> >> Date 31 Aug 2015
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> >> Airline Aeroflot
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> >> Airline Record Locator [redacted]
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> >> Flight/Class SU103 L Economy Class
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> >> Origin New York, John F Kennedy International
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> >> Destination Moscow, Sheremetyevo
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> >> Departing 07:10 PM
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> >> Arriving 11:25 AM / 01 Sep 2015
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> >> Departure Terminal Terminal 1
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> >> Arrival Terminal Terminal D - Domestic/Intl
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> >> Estimated Time 9 Hrs 15 Mins
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> >> Stops Non-stop
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> >> PDF itinerary attachment:
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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.
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> >> http://www.adobe.com/products/acrobat/readstep.html
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> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > constitute inside information, and is intended only for
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> > the use of the addressee. It is the property of
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> Privacy Statement
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> Visit the Centurion Card website
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> To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing .
>
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> 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.**
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> 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.
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please visitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> [redacted]
> Response (Natalia Molotkova) 08/18/2015 12:46 PM
> [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Response (Natalia Molotkova) 08/18/2015 12:40 PM
> I will...
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 12:39 PM
> ok, so when they get back to you (up to 48 hours from now) just let me know!
>
> On Aug 18, 2015, at 12:34 PM, Natalia Molotkova
<[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate

desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > >

> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
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> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
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> > > > >> Seats [redacted]
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> > > > >>
> > > > >> American Express strongly recommends

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

> > > > >>

> > > > >> 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. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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> > > > > the use of the addressee. It is the property of
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> > > > Privacy Statement | Visit the Centurion Card website
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> > > > >>
> > > > >> See attached itinerary PDF or link for full terms and conditions.
> > > > >>
> > > > >> 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
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>

> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do

you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>
> > > >> If airline tickets are purchased for this itinerary:
> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > >> http://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:

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> > > >> Friday 03 Jul 15
> > > >> Other Information
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > >>
> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

> > > >>

> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate

desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >

> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > > From: "American Express Travel" <[redacted]>
> > > > Date: June 26, 2015 at 6:34:07 PM EDT
> > > > To: [redacted]
> > > > Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >
> > > > If airline tickets are purchased for this itinerary:
> > > > Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > http://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:
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> > > > CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > Airline Aeroflot
> > > > Airline Record Locator [redacted]
> > > > Flight/Class SU103 L Economy Class
> > > > Origin New York, John F Kennedy International
> > > > Destination Moscow, Sheremetyevo
> > > > Departing 07:10 PM
> > > > Arriving 11:25 AM / 01 Sep 2015
> > > > Departure Terminal Terminal 1
> > > > Arrival Terminal Terminal D - Domestic/Intl
> > > > Estimated Time 9 Hrs 15 Mins
> > > > Stops Non-stop
> > > > Seats [redacted]
> > > > Confirmed
> > > > Entry and Exit Information for Travel
> > > >
> > > > American Express strongly recommends that

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> > > >> PDF itinerary attachment:

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> > > >>

> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> >
> > Response (Administrator) 08/18/2015 07:48 AM
> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > Customer ([redacted]) 08/18/2015 07:48 AM
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won’t hear from you until after 10am when your shift starts….!

> >
> > Thanks, [redacted]
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> > > From: "American Express Travel" <[redacted]>
> > > Date: June 26, 2015 at 6:34:07 PM EDT
> > > To: [redacted]
> > > Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > >
> > > If airline tickets are purchased for this itinerary:
> > > Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > http://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:
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> > > Friday 03 Jul 15
> > > Other Information
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> > > CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > Monday 31 Aug 15
> > > Flight Information
> > >
> > > Date 31 Aug 2015
> > > Airline Aeroflot
> > > Airline Record Locator [redacted]
> > > Flight/Class SU103 L Economy Class
> > > Origin New York, John F Kennedy International
> > > Destination Moscow, Sheremetyevo
> > > Departing 07:10 PM
> > > Arriving 11:25 AM / 01 Sep 2015
> > > Departure Terminal Terminal 1
> > > Arrival Terminal Terminal D - Domestic/Intl
> > > Estimated Time 9 Hrs 15 Mins
> > > Stops Non-stop
> > > Seats [redacted]
> > > Confirmed
> > > Entry and Exit Information for Travel
> > >
> > > American Express strongly recommends that you

periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

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> > >>

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

> > >>

> > >> 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

> > >>

> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

> > >>

> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> >
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> >
> >
> > [redacted]
> Response (Natalia Molotkova) 08/18/2015 12:34 PM
> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 12:21 PM
> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don’t think we can…but…) and if we can’t then forget it…(no need to reserve Dec flight)
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >

> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >>

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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> >

> >

> > [redacted]

> Customer ([redacted]) 08/18/2015 12:00 PM

> ok thanks

>

> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova

<[redacted]> wrote:

>

> >

> >

> > Response (Natalia Molotkova) 08/18/2015 11:53 AM

> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

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> > Natalia Molotkova

> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

> >

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> > > Thanks, [redacted]
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> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
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> > > >> Airline Record Locator [redacted]
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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

> > >>
> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > >>
> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
> > >>
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> > >>
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> >
> >
> > [redacted]

> Response (Natalia Molotkova) 08/18/2015 11:13 AM
> [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Response (Natalia Molotkova) 08/18/2015 10:34 AM
> Sure, let me have a look..
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Response (Administrator) 08/18/2015 07:48 AM
> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> Customer ([redacted]) 08/18/2015 07:48 AM
> Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
>
> Thanks, [redacted]
>
> >
> >
> >
> >> From: "American Express Travel" <[redacted]>
> >> Date: June 26, 2015 at 6:34:07 PM EDT
> >> To: [redacted]
> >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> >>
> >> If airline tickets are purchased for this itinerary:
> >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> >> http://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:

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> >> Friday 03 Jul 15
> >> Other Information
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> >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> >> Monday 31 Aug 15
> >> Flight Information
> >>
> >> Date 31 Aug 2015
> >> Airline Aeroflot
> >> Airline Record Locator [redacted]
> >> Flight/Class SU103 L Economy Class
> >> Origin New York, John F Kennedy International
> >> Destination Moscow, Sheremetyevo
> >> Departing 07:10 PM
> >> Arriving 11:25 AM / 01 Sep 2015
> >> Departure Terminal Terminal 1
> >> Arrival Terminal Terminal D - Domestic/Intl
> >> Estimated Time 9 Hrs 15 Mins
> >> Stops Non-stop
> >> Seats [redacted]
> >> Confirmed
> >> Entry and Exit Information for Travel
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pleasant trip.
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>
>
> [redacted]

Customer ([redacted]) 08/20/2015 06:57 PM

Thank you for your research! Will get back to you!

On Aug 20, 2015, at 6:52 PM, Natalia Molotkova <[redacted]> wrote:

>
>
> Response (Natalia Molotkova) 08/20/2015 06:52 PM
> Ok, I was right, the ticket - return portion - can be reused up to 345 days after the last stopover - that was outbound flight on November 21st 2014, so December 2015 is after 345 days. So we can change return only to depart by October 31st with add collect 111.00USD. For December will be new one way ticket. Let me know what you want to do.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 01:33 PM
> perfect thanks
>
> On Aug 18, 2015, at 1:14 PM, Natalia Molotkova <[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 01:14 PM
> > Ok, let us see what rate desk will say...
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 01:09 PM
> > Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.
> >
> > Sent from my iPhone
> >
> > > On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <[redacted]> wrote:
> > >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> > > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> > > Regards,
> > > Natalia Molotkova

> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> > > I will...
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:39 PM
> > > ok, so when they get back to you (up to 48 hours from now) just let me know!
> > >
> > > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > > >
> > > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and

let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > > >
> > > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > > >
> > > > > >
> > > > > >
> > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > > >
> > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > > Regards,
> > > > > > Natalia Molotkova
> > > > > > Centurion Relationship Manager
> > > > > > [redacted]
> > > > > > [redacted]
> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > >
> > > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > > Sure, let me have a look..
> > > > > > Regards,
> > > > > > Natalia Molotkova
> > > > > > Centurion Relationship Manager
> > > > > > [redacted]
> > > > > > [redacted]
> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > >
> > > > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > > >
> > > > > > Thanks, [redacted]
> > > > > >
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> > > > > > >
> > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > >> To: [redacted]
> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > > >>
> > > > > > >> If airline tickets are purchased for this itinerary:
> > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > > >> http://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:
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> > > > > > >> Friday 03 Jul 15
> > > > > > >> Other Information
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> > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > >> Monday 31 Aug 15
> > > > > > >> Flight Information
> > > > > > >>
> > > > > > >> Date 31 Aug 2015
> > > > > > >> Airline Aeroflot
> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > > >> Stops Non-stop
> > > > > > >> Seats [redacted]
> > > > > > >> Confirmed
> > > > > > >> Entry and Exit Information for Travel
> > > > > > >>
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>>>>>>>> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > > To learn more about e-mail security or report a suspicious e-mail, pleasevisitusatamericanexpress.com/phishing.
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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 acti on s or i na ctions 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 moreinformationpleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> > > > > >
> > > > > >
> > > > > > [redacted]
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
> > > > > >

> > > > > > Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > >
> > > > > > If airline tickets are purchased for this itinerary:
> > > > > > Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > > http://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:
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> > > > > > Other Information
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> > > > > > CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > Monday 31 Aug 15
> > > > > > Flight Information
> > > > > >
> > > > > > Date 31 Aug 2015
> > > > > > Airline Aeroflot
> > > > > > Airline Record Locator [redacted]
> > > > > > Flight/Class SU103 L Economy Class
> > > > > > Origin New York, John F Kennedy International
> > > > > > Destination Moscow, Sheremetyevo
> > > > > > Departing 07:10 PM
> > > > > > Arriving 11:25 AM / 01 Sep 2015
> > > > > > Departure Terminal Terminal 1
> > > > > > Arrival Terminal Terminal D - Domestic/Intl
> > > > > > Estimated Time 9 Hrs 15 Mins
> > > > > > Stops Non-stop
> > > > > > Seats [redacted]
> > > > > > Confirmed
> > > > > > Entry and Exit Information for Travel
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> > > > > > American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
> > > > > >
> > > > > >
> > > > > > You may receive customer service emails even if you have requested not to

receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at http://www.americanexpress.com/privacy.

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

> > > > > >>

> > > > > >> 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

> > > > > >>

> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

> > > > > >>

> > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

> > > > > >>

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> > > > > >>

> > > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time w e ma y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

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> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller

of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > please note
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > > ok thanks
> > > >
> > > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > > >
> > > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > > >
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> > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > > >
> > > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > > Regards,
> > > > > > Natalia Molotkova
> > > > > > Centurion Relationship Manager
> > > > > > [redacted]

> > > > > > [redacted]
> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > >
> > > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > > Sure, let me have a look..
> > > > > > Regards,
> > > > > > Natalia Molotkova
> > > > > > Centurion Relationship Manager
> > > > > > [redacted]
> > > > > > [redacted]
> > > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > > >
> > > > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > > > Customer ([redacted]) 08/18/2015 07:48 AM
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> > > > > >
> > > > > > Thanks, [redacted]
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> > > > > > >> Other Information
> > > > > > >>
> > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > >> Monday 31 Aug 15
> > > > > > >> Flight Information
> > > > > > >>
> > > > > > >> Date 31 Aug 2015
> > > > > > >> Airline Aeroflot
> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > > >> Stops Non-stop
> > > > > > >> Seats [redacted]
> > > > > > >> Confirmed
> > > > > > >> Entry and Exit Information for Travel
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> > > > > > >> American Express strongly recommendsthatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > > > >>
> > > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > > > >>
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> > > > > > >>
> > > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > > please note
> > > > > > > The information contained in this communication is
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> > > > > > > constitute inside information, and is intended only for
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> > > > > >
> > > > > > [redacted]
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> > > > > Centurion Relationship Manager
> > > > > [redacted]
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> > > > >
> > > > > Thanks, [redacted]
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> > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > >> To: [redacted]
> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
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> > > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > > >> http://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:
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> > > > > >> Friday 03 Jul 15
> > > > > >> Other Information
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
> > > > > >> Flight Information
> > > > > >>
> > > > > >> Date 31 Aug 2015
> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
> > > > > >> Destination Moscow, Sheremetyevo
> > > > > >> Departing 07:10 PM
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > >> Departure Terminal Terminal 1
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova

> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Administrator) 08/18/2015 07:48 AM
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> > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
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> > > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > > >>
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> > > > > >>
> > > > > >> 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:
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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don’t think we can…but…) and if we can’t then forget it…(no need to reserve Dec flight)
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > > Natalia Molotkova
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> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
> > > > > >
> > > > > >
> > > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].

> > > > > >>
> > > > > >> If airline tickets are purchased for this itinerary:
> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > >> http://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:
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> > > > > >> Friday 03 Jul 15
> > > > > >> Other Information
> > > > > >>
> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
> > > > > >> Flight Information
> > > > > >>
> > > > > >> Date 31 Aug 2015
> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
> > > > > >> Destination Moscow, Sheremetyevo
> > > > > >> Departing 07:10 PM
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > >> Departure Terminal Terminal 1
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > > >>
> > > > > >> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at http://www.americanexpress.com/privacy.
> > > > > >>
> > > > > >> See attached itinerary PDF or link for full terms and conditions.

>>>>>>>
>>>>>>> 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
>>>>>>>
>>>>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
>>>>>>>
>>>>>>> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
>>>>>>>
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>>>>>>>
>>>>>>> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time w e ma y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
>>>>>>>
>>>>>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > please note
> > > > > > The information contained in this communication is
> > > > > > confidential, may be attorney-client privileged, may
> > > > > > constitute inside information, and is intended only for
> > > > > > the use of the addressee. It is the property of
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> > > > > > communication or any part thereof is strictly prohibited
> > > > > > and may be unlawful. If you have received this
> > > > > > communication in error, please notify us immediately by
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> > > > > > destroy this communication and all copies thereof,
> > > > > > including all attachments. copyright -all rights reserved
> > > > > Privacy Statement | Visit the Centurion Card website
> > > > > To learn more about e-mail security or report a suspicious e-mail, please visitusatamericanexpress.com/phishing.
> > > > >
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> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > >>

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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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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
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > > please note
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> > > > > confidential, may be attorney-client privileged, may
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> > > > > the use of the addressee. It is the property of
> > > > > JEE
> > > > > Unauthorized use, disclosure or copying of this
> > > > > communication or any part thereof is strictly prohibited
> > > > > and may be unlawful. If you have received this
> > > > > communication in error, please notify us immediately by
> > > > > return e-mail or by e-mail to jeevacation@gmail.com, and
> > > > > destroy this communication and all copies thereof,
> > > > > including all attachments. copyright -all rights reserved
> > > > Privacy Statement | Visit the Centurion Card website
> > > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing.
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> > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
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> > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > >> To: [redacted]
> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > > >>
> > > > > > >> If airline tickets are purchased for this itinerary:
> > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > > >> http://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:
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> > > > > > >> Friday 03 Jul 15
> > > > > > >> Other Information
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> > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

> > > > > > >> Monday 31 Aug 15
> > > > > > >> Flight Information
> > > > > > >>
> > > > > > >> Date 31 Aug 2015
> > > > > > >> Airline Aeroflot
> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > > >> Stops Non-stop
> > > > > > >> Seats [redacted]
> > > > > > >> Confirmed
> > > > > > >> Entry and Exit Information for Travel
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> > > > > > >>
> > > > > > >> See attached itinerary PDF or link for full terms and conditions.
> > > > > > >>
> > > > > > >> 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.
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> > > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > > >>
> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]

> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
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> > > > Regards,
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> > > > Thanks, [redacted]
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> > > > > confidential, may be attorney-client privileged, may
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM

> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
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> > > > Centurion Relationship Manager
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> > > > Thanks, [redacted]
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >>
> > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
> > > > >>
> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
> > > > > The information contained in this communication is
> > > > > confidential, may be attorney-client privileged, may
> > > > > constitute inside information, and is intended only for
> > > > > the use of the addressee. It is the property of
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> > > > > and may be unlawful. If you have received this
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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 i na ctions 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 pleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
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> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]

> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > >>
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> > > >>
> > > >> If airline tickets are purchased for this itinerary:
> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > >> http://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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
> > > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >>

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

> > > >>

> > > >> 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

> > > >>

> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

> > > >>

> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

> > > >>

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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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> > > > please note
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing.
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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 i nactions 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 pleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126

> > >

> > >

> > > [redacted]

> >

> > From: [redacted]>

> > Content-Type: multipart/alternative;

> > boundaryple-Mail-B39BF4A2-F1F8-4A9D-AD07-66B381C04D9D

> >

> > Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.

> >

> > Sent from my iPhone

> > On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <
[redacted] > wrote:

> >

> >

> >

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> >

> > Response (Natalia Molotkova) 08/18/2015 12:46 PM

> >

> >

> > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?

> >

> >

> > Regards,

> >

> > Natalia Molotkova

> >

> > Centurion Relationship Manager

> >

> > [redacted]

> >

> > [redacted]

> >

> > Hours: Monday through Friday 10:30am to 7:00pm EST

> >

> >

> >

> > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> >
> >
> > I will...
> >
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> >
> >
> > Customer ([redacted]) 08/18/2015 12:39 PM
> >
> >
> > ok, so when they get back to you (up to 48 hours from now) just let me know!
> >
> > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >
> >
> > >
> >
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> >
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> >
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don’t think we

can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > >
> >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >
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> > > >
> >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > > > >
> >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > > > >
> >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > >
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> > > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket

for her. Do you want me to price new one?
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> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > > > Regards,
> >
> > > > > Natalia Molotkova
> >
> > > > > Centurion Relationship Manager
> >
> > > > > [redacted]
> >
> > > > > [redacted]
> >
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> > > > > Sure, let me have a look..
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> > > > > Regards,
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> > > > > Natalia Molotkova
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> > > > > Centurion Relationship Manager
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> > > > > [redacted]
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> > > > > [redacted]
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> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > Response (Administrator) 08/18/2015 07:48 AM
> >
> > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
> >
> > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> >
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > > Thanks, [redacted]
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> > > > > > > > >> From: "American Express Travel" < [redacted] >
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> > > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > > > > > > >> To: [redacted]
> >
> > > > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > > > > >>
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> > > > > > > > >> 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 1-[redacted].
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> > > > > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > > > > >> http://myamextravel.com/baggage
> >
> > > > > > > > >>
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> > > > > > > > >> 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:
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> > > > > >> Friday 03 Jul 15
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> > > > > >> Other Information
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> >
> > > > > >> Monday 31 Aug 15
> >
> > > > > >> Flight Information
> >
> > > > > >>
> >
> > > > > >> Date 31 Aug 2015
> >
> > > > > >> Airline Aeroflot
> >
> > > > > >> Airline Record Locator [redacted]
> >
> > > > > >> Flight/Class SU103 L Economy Class
> >
> > > > > >> Origin New York, John F Kennedy International
> >
> > > > > >> Destination Moscow, Sheremetyevo
> >
> > > > > >> Departing 07:10 PM
> >
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> >
> > > > > >> Departure Terminal Terminal 1
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> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> >
> > > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > > >> Stops Non-stop
> >
> > > > > >> Seats [redacted]
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> > > > > >> Entry and Exit Information for Travel
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> > > > > >> American Express strongly recommendsthatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

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>>>>>>> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > The information contained in this communication is
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> > > > > > confidential, may be attorney-client privileged, may
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> > > > > > constitute inside information, and is intended only for
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> > > > > > the use of the addressee. It is the property of
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> > > > > > including all attachments. copyright -all rights reserved
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> > > > > 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 unders ta nd
> > s an d 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.
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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 acti on s or
> > i na ctions 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
informationpleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > > > [redacted]
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> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > Regards,
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> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> > > > Sure, let me have a look..
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> > > > Regards,
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> > > > Natalia Molotkova
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> > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > > [redacted]
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> > > > **Hours: Monday through Friday 10:30am to 7:00pm EST**
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> > > > **Response (Administrator) 08/18/2015 07:48 AM**
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> > > > **THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
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> > > > **Customer ([redacted]) 08/18/2015 07:48 AM**
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> > > > **Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!**
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> > > > **Thanks, [redacted]**
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> > > > >> **From: "American Express Travel" < [redacted] >**
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> > > > >> **Date: June 26, 2015 at 6:34:07 PM EDT**
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> > > > >> **To: [redacted]**
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> > > > >> **Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]**
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> > > > >> **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 1-[redacted].**
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> > > > >> **If airline tickets are purchased for this itinerary:**
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> > > > >> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
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> > > > >> **http://myamextravel.com/baggage**

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> > > > >> **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:**
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> > > > >> **Friday 03 Jul 15**
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> > > > >> **Other Information**
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> > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > > >> **Monday 31 Aug 15**
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> > > > >> **Flight Information**
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> > > > >> **Date 31 Aug 2015**
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> > > > >> **Airline Aeroflot**
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> > > > >> **Airline Record Locator [redacted]**
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> > > > >> **Flight/Class SU103 L Economy Class**
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> > > > >> **Origin New York, John F Kennedy International**
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> > > > >> **Destination Moscow, Sheremetyevo**
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> > > > >> **Departing 07:10 PM**
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> > > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > > >> **Departure Terminal Terminal 1**

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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at http://www.americanexpress.com/privacy .
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including,

but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > >> Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.
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> > > > > and may be unlawful. If you have received this
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> > > > > communication in error, please notify us immediately by
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> > > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > > destroy this communication and all copies thereof,
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> > > > > including all attachments. copyright -all rights reserved
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> > > > Privacy Statement | Visit the Centurion Card website
> >
> > > > To learn more about e-mail security or report a suspicious e-mail, please visitusatamericanexpress.com/phishing .
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> > > > © 2015 American Express. All rights reserved
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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 understa nd s
> > an d 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.
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> > > > [redacted]
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> > > Customer ([redacted]) 08/18/2015 12:00 PM
> >
> > > ok thanks
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> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
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> > > > Let me find the best new fare, but I am still waiting fro the respond from the

rate desk, might take up to 48 hours.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > > Regards,
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> > > > > Natalia Molotkova
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> > > > > Centurion Relationship Manager
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> > > > > [redacted]
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> > > > > [redacted]

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> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> > > > > Sure, let me have a look..
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> > > > > Regards,
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> > > > > Natalia Molotkova
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> > > > > Centurion Relationship Manager
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> > > > > [redacted]
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> > > > > [redacted]
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> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > > Thanks, [redacted]
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> >
> > > > > >> From: "American Express Travel" < [redacted] >
> >
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >

>>>>>>> **To:** [redacted]
>>
>>>>>>> **Subject: Invoice** [redacted] **for** [redacted] **31AUG15** [redacted]
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>>>>>>> **If airline tickets are purchased for this itinerary:**
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>>>>>>> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
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>>>>>>> **http://myamextravel.com/baggage**
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>>>>>>> **Friday 03 Jul 15**
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>>>>>>> **Other Information**
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>>>>>>> **CITIZENS OF** [redacted] [redacted] **MUST CARRY A VALID PASSPORT**
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>>>>>>> **Monday 31 Aug 15**
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>>>>>>> **Flight Information**
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> > > > > > >> Date 31 Aug 2015
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> > > > > > >> Airline Aeroflot
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> > > > > > >> Airline Record Locator [redacted]
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> > > > > > >> Flight/Class SU103 L Economy Class
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> > > > > > >> Origin New York, John F Kennedy International
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> > > > > > >> Destination Moscow, Sheremetyevo
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> > > > > > >> Departing 07:10 PM
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> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > > > > >> Departure Terminal Terminal 1
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> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > > > >> Stops Non-stop
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> > > > > > >> American Express strongly recommendsthatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > > > PDF itinerary attachment:
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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.
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> > > > > > Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > > Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > > > **The information contained in this communication is**
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> > > > > > **confidential, may be attorney-client privileged, may**
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> > > > > > **constitute inside information, and is intended only for**
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> > > > > > **the use of the addressee. It is the property of**
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> > > > > > **communication or any part thereof is strictly prohibited**
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> > > > > > **and may be unlawful. If you have received this**
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> > > > > > **communication in error, please notify us immediately by**
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> > > > > > **destroy this communication and all copies thereof,**
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> > > > > > **including all attachments. copyright -all rights reserved**
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> > > > > **Privacy Statement | Visit the Centurion Card website**
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> > > > > To learn more about e-mail security or report a suspicious e-mail, pleasevisitusatamericanexpress.com/phishing .
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> > > > > 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 unders ta nd
> > s an d 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.
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> > i na ctions 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 informationpleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > >
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> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > > Sure, let me have a look..
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> >
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> >
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> >

> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > Thanks, [redacted]
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> > > > >> From: "American Express Travel" < [redacted] >
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> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > >> To: [redacted]
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> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> 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 1-[redacted].
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > >> http://myamextravel.com/baggage
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> > > > >> 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:
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> > > > > >> **Friday 03 Jul 15**
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> > > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > > > >> **Monday 31 Aug 15**
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> > > > > >> **Flight Information**
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> > > > > >> **Date 31 Aug 2015**
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> > > > > >> **Airline Aeroflot**
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> > > > > >> **Airline Record Locator [redacted]**
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> > > > > >> **Flight/Class SU103 L Economy Class**
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> > > > > >> **Origin New York, John F Kennedy International**
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> > > > > >> **Destination Moscow, Sheremetyevo**
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> > > > > >> **Departing 07:10 PM**
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> > > > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > > > >> **Departure Terminal Terminal 1**
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> > > > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > > > >> **Stops Non-stop**
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> > > > > >> **Seats [redacted]**
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> > > > > >> **Confirmed**
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> > > > > >> **Entry and Exit Information for Travel**
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> > > > > >> **American Express strongly recommends**

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

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> > > > >> **PDF itinerary attachment:**

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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.**

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

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> > > > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**

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> > > > >> **Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.**

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> > en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > including all attachments. copyright -all rights reserved
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> > > > Privacy Statement | Visit the Centurion Card website
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> > > > To learn more about e-mail security or report a suspicious e-mail, please visitusatamericanexpress.com/phishing .
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> > an d 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.
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> >
> > > > [redacted]
> >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > >
> >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > **Response (Natalia Molotkova) 08/18/2015 11:13 AM**
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> > > > **[redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?**
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> > > > **I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.**
> >
> > > > **Regards,**
> >
> > > > **Natalia Molotkova**
> >
> > > > **Centurion Relationship Manager**
> >
> > > > **[redacted]**
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> >
> > > > **Response (Natalia Molotkova) 08/18/2015 10:34 AM**
> >
> > > > **Sure, let me have a look..**
> >
> > > > **Regards,**
> >
> > > > **Natalia Molotkova**
> >
> > > > **Centurion Relationship Manager**
> >
> > > > **[redacted]**
> >
> > > > **[redacted]**
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> > > > **Hours: Monday through Friday 10:30am to 7:00pm EST**
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> >
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> >
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> >
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > Thanks, [redacted]
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> > > > > >> From: "American Express Travel" < [redacted] >
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> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > >> To: [redacted]
> >
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> **Friday 03 Jul 15**
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> > > > >> **Other Information**
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> > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > > >> **Monday 31 Aug 15**
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> > > > >> **Flight Information**
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> > > > >> **Date 31 Aug 2015**
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> > > > >> **Airline Aeroflot**
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> > > > >> **Airline Record Locator [redacted]**
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> > > > >> **Flight/Class SU103 L Economy Class**
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> > > > >> **Origin New York, John F Kennedy International**
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> > > > >> **Destination Moscow, Sheremetyevo**
> >
> > > > >> **Departing 07:10 PM**
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> > > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > > >> **Departure Terminal Terminal 1**
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> > > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > > >> **Stops Non-stop**
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> > > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > > >> **PDF itinerary attachment:**
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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.**
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unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.
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> > > > 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 understa nd s
> > an d 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.
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> > na ctions 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 pleasevisitwww.americanexpress.com/travelermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> >
> > > >
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> > > >
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> > > > [redacted]
> >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > >
> >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > Sure, let me have a look..
> >
> > > Regards,
> >
> > > Natalia Molotkova

> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > Response (Administrator) 08/18/2015 07:48 AM
> >
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> >
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> >
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> >
> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
> >
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > >> To: [redacted]
> >
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >>
> >
> > > >> 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 1-[redacted].
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> > > >> If airline tickets are purchased for this itinerary:
> >
> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
> >
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> >
> > > >> 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:
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> > > >> Other Information
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> >
> > > >> Monday 31 Aug 15
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> > > >> Flight Information
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
> >
> > > >> Flight/Class SU103 L Economy Class
> >
> > > >> Origin New York, John F Kennedy International
> >
> > > >> Destination Moscow, Sheremetyevo
> >

> > > >> Departing 07:10 PM
> >
> > > >> Arriving 11:25 AM / 01 Sep 2015
> >
> > > >> Departure Terminal Terminal 1
> >
> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> Seats [redacted]
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> > > >> Entry and Exit Information for Travel
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have

a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
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> > d 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.
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> > ctions 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 visitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > [redacted]
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> >
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> >
> >
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> >
> >
> > Regards,
> >

> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> >
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> >
> >
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >
> >
> > >
> >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > >
> >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > >
> >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <

[redacted] > wrote:
> >
> > >
> >
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> >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > > >
> >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > >
> >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > > Sure, let me have a look..
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
> >
> > > > [redacted]
> >
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > >
> >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> >
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I

am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!

> >

> > > > Customer ([redacted]) 08/18/2015 07:48 AM

> >

> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!

> >

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> >

> > > > Thanks, [redacted]

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> > > > > > From: "American Express Travel" < [redacted] >

> >

> > > > > > Date: June 26, 2015 at 6:34:07 PM EDT

> >

> > > > > > To: [redacted]

> >

> > > > > > Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]

> >

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> > > > > > 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 1-[redacted].

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> > > > > > If airline tickets are purchased for this itinerary:

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

> >

> > > > > > http://myamextravel.com/baggage

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> > > > > > 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:

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> > > > >> **Friday 03 Jul 15**
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> > > > >> **Other Information**
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> > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > > >> **Monday 31 Aug 15**
> >
> > > > >> **Flight Information**
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> > > > >>
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> > > > >> **Date 31 Aug 2015**
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> > > > >> **Airline Aeroflot**
> >
> > > > >> **Airline Record Locator [redacted]**
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> > > > >> **Flight/Class SU103 L Economy Class**
> >
> > > > >> **Origin New York, John F Kennedy International**
> >
> > > > >> **Destination Moscow, Sheremetyevo**
> >
> > > > >> **Departing 07:10 PM**
> >
> > > > >> **Arriving 11:25 AM / 01 Sep 2015**
> >
> > > > >> **Departure Terminal Terminal 1**
> >
> > > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > > >> **Stops Non-stop**
> >
> > > > >> **Seats [redacted]**
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> > > > >> Confirmed
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> > > > >> Entry and Exit Information for Travel
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > > The information contained in this communication is
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Member by service provider. Service provider rates and availability are subject to change.
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> > na ctions 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 pleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > > [redacted]
> >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > >
> >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >

> > > Sure, let me have a look..
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
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> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 AM
> >
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
> >
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> >
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
> >
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > >> To: [redacted]
> >
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >>
> >
> > > >> 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 1-[redacted].
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> 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:
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> > > >> Friday 03 Jul 15
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> > > >> Other Information
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > >> Monday 31 Aug 15
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> > > >> Flight Information
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> > > >> Date 31 Aug 2015
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> > > >> Airline Aeroflot
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> > > >> Airline Record Locator [redacted]
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> > > >> Flight/Class SU103 L Economy Class

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> > > >> **Origin New York, John F Kennedy International**
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> > > >> **Destination Moscow, Sheremetyevo**
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> > > >> **Departing 07:10 PM**
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> > > >> **Arriving 11:25 AM / 01 Sep 2015**
> >
> > > >> **Departure Terminal Terminal 1**
> >
> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
> >
> > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > >> **Stops Non-stop**
> >
> > > >> **Seats** [redacted]
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> > > >> **Confirmed**
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> > > >> **Entry and Exit Information for Travel**
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> > > >> **American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.**
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> > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > >> **PDF itinerary attachment:**
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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.**
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > > >> **Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.**
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> > > >> **Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma y en**
> > **t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.**
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> > > >> **California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.**

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> > > > please note
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> > > > The information contained in this communication is
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> > > > confidential, may be attorney-client privileged, may
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> > > > constitute inside information, and is intended only for
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> > > > the use of the addressee. It is the property of
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> > > > JEE
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> > > > Unauthorized use, disclosure or copying of this
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> > > > communication or any part thereof is strictly prohibited
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> > > > and may be unlawful. If you have received this
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> > > > communication in error, please notify us immediately by
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> > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > 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 understand s an
> > d 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.
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> > > [redacted]
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> >
> > Customer ([redacted] **) 08/18/2015 12:00 PM**
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> >
> > ok thanks

> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> >
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > I did email it to the rate desk fro them to double check the rules again, due to

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> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > > Sure, let me have a look..
> >
> > > > Regards,
> >
> > > > Natalia Molotkova
> >
> > > > Centurion Relationship Manager
> >
> > > > [redacted]
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> > > > [redacted]
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> > > > Response (Administrator) 08/18/2015 07:48 AM
> >
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> >
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> >
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > Thanks, [redacted]
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> > > > > >> From: "American Express Travel" < [redacted] >
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> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > >> To: [redacted]
> >
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > >> 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 1-[redacted].
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> > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > >> http://myamextravel.com/baggage
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> > > > > >> 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:
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> > > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > > > >> **Monday 31 Aug 15**
> >
> > > > > >> **Flight Information**
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> > > > > >>
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> > > > > >> **Date 31 Aug 2015**
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> > > > > >> **Airline Aeroflot**
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> > > > > >> **Airline Record Locator [redacted]**
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> > > > > >> **Flight/Class SU103 L Economy Class**
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> > > > > >> **Origin New York, John F Kennedy International**
> >
> > > > > >> **Destination Moscow, Sheremetyevo**
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> > > > > >> **Departing 07:10 PM**
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> > > > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > > > >> **Departure Terminal Terminal 1**
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> > > > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > > > >> **Stops Non-stop**
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> > > > > >> **Seats [redacted]**
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> > > > > >> **Confirmed**
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> > > > > >> **Entry and Exit Information for Travel**
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> > > > > >> **American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.**
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > The information contained in this communication is
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> > > > > confidential, may be attorney-client privileged, may
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> > > > > constitute inside information, and is intended only for
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> > > > > the use of the addressee. It is the property of
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> > > > > Unauthorized use, disclosure or copying of this
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> > > > > and may be unlawful. If you have received this
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> > an d 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.
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> >
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> >
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> >
> > > **Regards,**
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> > > **Natalia Molotkova**
> >
> > > **Centurion Relationship Manager**
> >
> > > [redacted]
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> > > [redacted]
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> > > **Hours: Monday through Friday 10:30am to 7:00pm EST**
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> > > **Response (Administrator) 08/18/2015 07:48 AM**

> >
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
> >
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> >
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
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> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > >> To: [redacted]
> >
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> 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 1-[redacted].
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> 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:

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> > > >> **Friday 03 Jul 15**
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> > > >> **Other Information**
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> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > >> **Monday 31 Aug 15**
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> > > >> **Flight Information**
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> > > >> **Date 31 Aug 2015**
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> > > >> **Airline Aeroflot**
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> > > >> **Airline Record Locator [redacted]**
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> > > >> **Flight/Class SU103 L Economy Class**
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> > > >> **Origin New York, John F Kennedy International**
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> > > >> **Destination Moscow, Sheremetyevo**
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> > > >> **Departing 07:10 PM**
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> > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > >> **Departure Terminal Terminal 1**
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> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > >> **Stops Non-stop**
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> > > >> Seats [redacted]
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> > > >> Entry and Exit Information for Travel
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at http://www.americanexpress.com/privacy .
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >> Liability Statement. American Express Travel Related Services Company, Inc.

and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.
> >
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> > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma y en
> > t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
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> > > > The information contained in this communication is
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> > > > confidential, may be attorney-client privileged, may
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> > > > constitute inside information, and is intended only for
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> > > > JEE
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> > > > Unauthorized use, disclosure or copying of this
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> > > > communication or any part thereof is strictly prohibited
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> > > Privacy Statement | Visit the Centurion Card website
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing .
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> > > 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 understand s an
> > d 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.
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> > ctions 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 visitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > [redacted]
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> >
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
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> >
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> >
> >
> > Regards,
> >
> > Natalia Molotkova
> >
> > Centurion Relationship Manager
> >
> > [redacted]
> >
> > [redacted]
> >
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > Customer ([redacted]) 08/18/2015 11:39 AM
> >
> >
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
> >
> > >
> >
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> >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> >
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > >
> >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
> >
> > > [redacted]
> >
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> >
> > > Sure, let me have a look..
> >
> > > Regards,
> >
> > > Natalia Molotkova
> >
> > > Centurion Relationship Manager
> >
> > > [redacted]
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> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
> >
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> >
> > > >> To: [redacted]
> >
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >>
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> **Friday 03 Jul 15**
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> > > >> **Other Information**
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> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
> >
> > > >> **Monday 31 Aug 15**
> >
> > > >> **Flight Information**
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> > > >>
> >
> > > >> **Date 31 Aug 2015**
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> > > >> **Airline Aeroflot**
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> > > >> **Airline Record Locator [redacted]**
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> > > >> **Flight/Class SU103 L Economy Class**
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> > > >> **Origin New York, John F Kennedy International**
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> > > >> **Destination Moscow, Sheremetyevo**
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> > > >> **Departing 07:10 PM**
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> > > >> **Arriving 11:25 AM / 01 Sep 2015**
> >
> > > >> **Departure Terminal Terminal 1**
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> > > >> **Arrival Terminal Terminal D - Domestic/Intl**

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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> Seats [redacted]
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at http://www.americanexpress.com/privacy .
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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with the hotel before your trip regarding the existence and amount of such charges.
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> > > > communication or any part thereof is strictly prohibited
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> > > > and may be unlawful. If you have received this
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> > > > communication in error, please notify us immediately by
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> > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > destroy this communication and all copies thereof,
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expressly understand s an
> > d 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.
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> >
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> > >> Date 31 Aug 2015
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> > >> Airline Aeroflot
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> > >> Airline Record Locator [redacted]
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> > >> Flight/Class SU103 L Economy Class
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> > >> Origin New York, John F Kennedy International
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> > >> Destination Moscow, Sheremetyevo
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> > >> Departing 07:10 PM
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> > >> Arriving 11:25 AM / 01 Sep 2015
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> > >> Departure Terminal Terminal 1
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> > >> Arrival Terminal Terminal D - Domestic/Intl
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> > >> Estimated Time 9 Hrs 15 Mins
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> > >> Stops Non-stop
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> > >> Seats [redacted]
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> > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > >> **Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.**
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> > er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> >

> >
> > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> > I will...
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:39 PM
> > ok, so when they get back to you (up to 48 hours from now) just let me know!
> >
> > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova

> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
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> > > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > >>
> > > > > >> If airline tickets are purchased for this itinerary:
> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > >> http://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:
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> > > > > >> Friday 03 Jul 15
> > > > > >> Other Information
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> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
> > > > > >> Flight Information
> > > > > >>
> > > > > >> Date 31 Aug 2015
> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > >>
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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> > > >
> > > >
> > > > [redacted]
> > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > ok thanks
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
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> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > > > Thanks, [redacted]
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> > > > > > >> Friday 03 Jul 15
> > > > > > >> Other Information
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> > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > >> Monday 31 Aug 15
> > > > > > >> Flight Information
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> > > > > > >> Date 31 Aug 2015
> > > > > > >> Airline Aeroflot
> > > > > > >> Airline Record Locator [redacted]
> > > > > > >> Flight/Class SU103 L Economy Class
> > > > > > >> Origin New York, John F Kennedy International
> > > > > > >> Destination Moscow, Sheremetyevo
> > > > > > >> Departing 07:10 PM
> > > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > > >> Departure Terminal Terminal 1
> > > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > > >> Stops Non-stop
> > > > > > >> Seats [redacted]
> > > > > > >> Confirmed
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> > > > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > > > >> Please be advised that certain mandatory hotel-imposed charges,

including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > Thanks, [redacted]
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> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > >>
> > > > > >> If airline tickets are purchased for this itinerary:
> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > >> http://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:
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> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
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> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> Thank you for choosing American Express Centurion Travel Service and

have a pleasant trip.
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> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
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> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!

> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > >>
> > > > > >> If airline tickets are purchased for this itinerary:
> > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > >> http://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:
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> > > > > >>
> > > > > >> Friday 03 Jul 15
> > > > > >> Other Information
> > > > > >>
> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
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> > > > > >>
> > > > > >> Date 31 Aug 2015
> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
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> > > > > >> Departing 07:10 PM
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > >> Departure Terminal Terminal 1
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > >> Stops Non-stop
> > > > > >> Seats [redacted]
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> > > > >> See attached itinerary PDF or link for full terms and conditions.

> > > > >>

> > > > >> 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

> > > > >>

> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

> > > > >>

> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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> > > > > please note
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when your shift starts….!
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> > > Thanks, [redacted]
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> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
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> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let

me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
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> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > Thanks, [redacted]
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
> > > > >>
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> > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
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> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>
> > > >> If airline tickets are purchased for this itinerary:
> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > >> http://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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > >>
> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > >>
> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > >
> > >
> > > [redacted]
> > Customer ([redacted]) 08/18/2015 12:00 PM
> > ok thanks
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >

> > > >

> > > > [redacted]

> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

> > >

> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > Regards,

> > > Natalia Molotkova

> > > Centurion Relationship Manager

> > > [redacted]

> > > [redacted]

> > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > >

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> > > Centurion Relationship Manager
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> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
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> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>
> > > >> If airline tickets are purchased for this itinerary:
> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > >> http://myamextravel.com/baggage
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> > > >> 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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID

PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
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> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Seats [redacted]
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> > > >>
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >

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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let

me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
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> > > [redacted]
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> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
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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 California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> >
> >
> > [redacted]
> Response (Natalia Molotkova) 08/18/2015 01:14 PM
> Ok, let us see what rate desk will say...
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 01:09 PM
> Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.
>
> Sent from my iPhone
>
> > On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <[redacted]> wrote:
> >
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> > I will...
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:39 PM
> > ok, so when they get back to you (up to 48 hours from now) just let me know!
> >
> > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <[redacted]> wrote:
> >

> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]

> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
> > > > >
> > > > > >
> > > > > >
> > > > > >
> > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > >> To: [redacted]
> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > > >>
> > > > > > >> If airline tickets are purchased for this itinerary:
> > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > > > >> http://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:
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> > > > > > >> Friday 03 Jul 15
> > > > > > >> Other Information

> > > > > >>
> > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > >> Monday 31 Aug 15
> > > > > >> Flight Information
> > > > > >>
> > > > > >> Date 31 Aug 2015
> > > > > >> Airline Aeroflot
> > > > > >> Airline Record Locator [redacted]
> > > > > >> Flight/Class SU103 L Economy Class
> > > > > >> Origin New York, John F Kennedy International
> > > > > >> Destination Moscow, Sheremetyevo
> > > > > >> Departing 07:10 PM
> > > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > > >> Departure Terminal Terminal 1
> > > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > > >> Estimated Time 9 Hrs 15 Mins
> > > > > >> Stops Non-stop
> > > > > >> Seats [redacted]
> > > > > >> Confirmed
> > > > > >> Entry and Exit Information for Travel
> > > > > >>
> > > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > > >> See attached itinerary PDF or link for full terms and conditions.
> > > > > >>
> > > > > >> 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
> > > > > >>
> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > > >>
> > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > > >>
> > > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time w e ma y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
> > > > > >>
> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > > please note
> > > > > > The information contained in this communication is
> > > > > > confidential, may be attorney-client privileged, may
> > > > > > constitute inside information, and is intended only for
> > > > > > the use of the addressee. It is the property of
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova

> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
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> > > > Centurion Relationship Manager
> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://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:
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> > > > >>
> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
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> > > > >>
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> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
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> > > > >>

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> > > > >>
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> > > > > please note
> > > > > The information contained in this communication is
> > > > > confidential, may be attorney-client privileged, may
> > > > > constitute inside information, and is intended only for
> > > > > the use of the addressee. It is the property of
> > > > > JEE
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> > > > > and may be unlawful. If you have received this
> > > > > communication in error, please notify us immediately by
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> > > > > destroy this communication and all copies thereof,

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> > > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing.
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> > > >
> > > >
> > > > [redacted]
> > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > ok thanks
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
> > >
> > > >
> > > >

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> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
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> > > >
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> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > > >
> > > > >
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > > >
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
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> > > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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> > > > >
> > > > > Thanks, [redacted]
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> > > > > >
> > > > > > >> From: "American Express Travel" <[redacted]>
> > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > > >> To: [redacted]
> > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > > > >>
> > > > > > >> If airline tickets are purchased for this itinerary:
> > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > > >> 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:
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> > > > > > >> Friday 03 Jul 15
> > > > > > >> Other Information
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> > > > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > > > >> Monday 31 Aug 15
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> > > > > > >> Departing 07:10 PM
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> > > > > > >> Seats [redacted]
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> > > > > >>
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> > > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > > >>
> > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > > >>
> > > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > >

> > > > >

> > > > > [redacted]

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> > > > Natalia Molotkova

> > > > Centurion Relationship Manager

> > > > [redacted]

> > > > [redacted]

> > > > Hours: Monday through Friday 10:30am to 7:00pm EST

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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >
> > > >
> > > > [redacted]
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> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
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> > > [redacted]
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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> > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>
> > > >> If airline tickets are purchased for this itinerary:
> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > >> http://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:
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> > > >> **Friday 03 Jul 15**
> > > >> **Other Information**
> > > >>
> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
> > > >> **Monday 31 Aug 15**
> > > >> **Flight Information**
> > > >>
> > > >> **Date 31 Aug 2015**
> > > >> **Airline Aeroflot**
> > > >> **Airline Record Locator [redacted]**
> > > >> **Flight/Class SU103 L Economy Class**
> > > >> **Origin New York, John F Kennedy International**
> > > >> **Destination Moscow, Sheremetyevo**
> > > >> **Departing 07:10 PM**
> > > >> **Arriving 11:25 AM / 01 Sep 2015**
> > > >> **Departure Terminal Terminal 1**
> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
> > > >> **Estimated Time 9 Hrs 15 Mins**
> > > >> **Stops Non-stop**
> > > >> **Seats [redacted]**
> > > >> **Confirmed**
> > > >> **Entry and Exit Information for Travel**
> > > >>
> > > >> **American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.**
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> > > >>
> > > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > > >> **Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire**

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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager

> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]

> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot

> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
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> > > Natalia Molotkova
> > > Centurion Relationship Manager

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> > > [redacted]
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> > > Thanks, [redacted]
> > >
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> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015

> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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cause beyond the control of Amex.
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> > > >>
> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
> > > > The information contained in this communication is
> > > > confidential, may be attorney-client privileged, may
> > > > constitute inside information, and is intended only for
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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 understand s an d 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.
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> > >
> > >
> > > [redacted]
> > Customer ([redacted]) 08/18/2015 12:00 PM
> > ok thanks
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >

> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > Natalia Molotkova
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> > > > [redacted]
> > > > [redacted]
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> > > > Sure, let me have a look..
> > > > Regards,
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> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]

> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
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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

> > > > >>

> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

> > > > >>

> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
> > > >>
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> > > >>
> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel

Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > >

> > >

> > > [redacted]

> > Response (Natalia Molotkova) 08/18/2015 11:53 AM

> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

> >

> > Customer ([redacted]) 08/18/2015 11:39 AM

> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

> >

> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova

<[redacted]> wrote:

> >

> > >

> > >

> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

> > >

> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > Regards,

> > > Natalia Molotkova

> > > Centurion Relationship Manager

> > > [redacted]

> > > [redacted]

> > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > >

> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > > Sure, let me have a look..

> > > Regards,

> > > Natalia Molotkova

> > > Centurion Relationship Manager

> > > [redacted]

> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>
> > > >> If airline tickets are purchased for this itinerary:
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> > > >> http://myamextravel.com/baggage
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> > > >> 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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot

> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
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> > > >>
> > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > >>
> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > >>
> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >>

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> > >

> > >

> > > [redacted]

> > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

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> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

> >

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> > Sure, let me have a look..

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> > Centurion Relationship Manager

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> > [redacted]
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> > Thanks, [redacted]
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> > >
> > >
> > >> From: "American Express Travel" <[redacted]>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >> 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:
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> > >>
> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > >>
> > >> Date 31 Aug 2015
> > >> Airline Aeroflot

> > >> Airline Record Locator [redacted]
> > >> Flight/Class SU103 L Economy Class
> > >> Origin New York, John F Kennedy International
> > >> Destination Moscow, Sheremetyevo
> > >> Departing 07:10 PM
> > >> Arriving 11:25 AM / 01 Sep 2015
> > >> Departure Terminal Terminal 1
> > >> Arrival Terminal Terminal D - Domestic/Intl
> > >> Estimated Time 9 Hrs 15 Mins
> > >> Stops Non-stop
> > >> Seats [redacted]
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> >

> >

> > [redacted]

>

> From: [redacted]>

> Content-Type: multipart/alternative;

> boundaryple-Mail-B39BF4A2-F1F8-4A9D-AD07-66B381C04D9D

>

> Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.

>

> Sent from my iPhone

> On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <

[redacted] > wrote:

>

>

>

>

>

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>

>

> Response (Natalia Molotkova) 08/18/2015 12:46 PM

> [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
>
>
> Response (Natalia Molotkova) 08/18/2015 12:40 PM
>
>
> I will...
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
>
>
> Customer ([redacted]) 08/18/2015 12:39 PM
>
>
> ok, so when they get back to you (up to 48 hours from now) just let me know!
>
> On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <
[redacted] > wrote:
>
> >
>
> >
>
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM

> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
>
> > Customer ([redacted]) 08/18/2015 12:21 PM
>
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> >
>
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
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>
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > >
>
> > > Customer ([redacted]) 08/18/2015 11:39 AM

>
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > >
>
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > >
>
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>
> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> > > > >
>
> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > > > Regards,
>
> > > > > Natalia Molotkova
>
> > > > > Centurion Relationship Manager
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> > > > > [redacted]
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> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > > > Sure, let me have a look..
>
> > > > > Regards,
>
> > > > > Natalia Molotkova
>
> > > > > Centurion Relationship Manager
>
> > > > > [redacted]
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> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > > Response (Administrator) 08/18/2015 07:48 AM
>
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > Thanks, [redacted]
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> > > > > > > > >> From: "American Express Travel" < [redacted] >
>
> > > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > > > > >> To: [redacted]
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> > > > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > > > > > >> 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 1-[redacted].
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> > > > > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > > > > >> http://myamextravel.com/baggage

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> > > > >> **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:**
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> > > > >> **Friday 03 Jul 15**
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> > > > >> **Other Information**
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> > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > > >> **Monday 31 Aug 15**
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> > > > >> **Flight Information**
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> > > > >> **Date 31 Aug 2015**
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> > > > >> **Airline Aeroflot**
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> > > > >> **Airline Record Locator [redacted]**
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> > > > >> **Flight/Class SU103 L Economy Class**
>
> > > > >> **Origin New York, John F Kennedy International**
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> > > > >> **Destination Moscow, Sheremetyevo**
>
> > > > >> **Departing 07:10 PM**
>
> > > > >> **Arriving 11:25 AM / 01 Sep 2015**
>
> > > > >> **Departure Terminal Terminal 1**

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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> Stops Non-stop
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> > > > >> Seats [redacted]
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> > > > >> Confirmed
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> > > > >> Entry and Exit Information for Travel
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> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at http://www.americanexpress.com/privacy.
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > > >> PDF itinerary attachment:
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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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including,

but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
>
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> > > > >> Liability Statement. American Express Travel Related Services Company, Inc. and its parent, subsidiaries, affiliates and representatives (collectively, "Amex") act as an agent for travel suppliers and you understand and agree that Amex shall not be liable for any loss, injury, expense or damage to persons or property resulting, directly or indirectly, from (1) the acts of omissions of travel suppliers, including but not limited to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.
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> > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma
> y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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> > > > > The information contained in this communication is
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> > > > > confidential, may be attorney-client privileged, may
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> > > > > constitute inside information, and is intended only for
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> > > > > the use of the addressee. It is the property of
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> > > > > JEE
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> > > > > Unauthorized use, disclosure or copying of this
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> > > > > communication or any part thereof is strictly prohibited
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> > > > > and may be unlawful. If you have received this
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> > > > > communication in error, please notify us immediately by
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> > > > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > > > destroy this communication and all copies thereof,
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> > > > > including all attachments. copyright -all rights reserved
>
> > > > Privacy Statement | Visit the Centurion Card website
>
> > > > To learn more about e-mail security or report a suspicious e-mail, please visitusatamericanexpress.com/phishing .
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> > > > © 2015 American Express. All rights reserved
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> > > > 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 understa nd
> s an d 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.
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>
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> i na ctions 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 informationpleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > Thanks, [redacted]
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>
> > > >> From: "American Express Travel" < [redacted] >
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> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
>
> > > >> http://myamextravel.com/baggage
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> > > >> Friday 03 Jul 15
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> > > >> Other Information
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
>
> > > >> Monday 31 Aug 15
>
> > > >> Flight Information
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>
> > > >> **Date 31 Aug 2015**
>
> > > >> **Airline Aeroflot**
>
> > > >> **Airline Record Locator** [redacted]
>
> > > >> **Flight/Class SU103 L Economy Class**
>
> > > >> **Origin New York, John F Kennedy International**
>
> > > >> **Destination Moscow, Sheremetyevo**
>
> > > >> **Departing 07:10 PM**
>
> > > >> **Arriving 11:25 AM / 01 Sep 2015**
>
> > > >> **Departure Terminal Terminal 1**
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> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > >> **Stops Non-stop**
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> > > >> **Seats** [redacted]
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> > > >> **Confirmed**
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> > > >> **Entry and Exit Information for Travel**
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> > > >> **American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.**
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> > > >> **You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at http://www.americanexpress.com/privacy.**
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> > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > >> PDF itinerary attachment:
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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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > **please note**
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> > > > **The information contained in this communication is**
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> > > > **confidential, may be attorney-client privileged, may**
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> > > > **constitute inside information, and is intended only for**
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> > > > **the use of the addressee. It is the property of**
>
> > > > **JEE**
>
> > > > **Unauthorized use, disclosure or copying of this**
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> > > > **communication or any part thereof is strictly prohibited**
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> > > > **and may be unlawful. If you have received this**
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> > > > **return e-mail or by e-mail to jeevacation@gmail.com , and**
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> > > > **destroy this communication and all copies thereof,**
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> > > > **including all attachments. copyright -all rights reserved**
>
> > > **Privacy Statement | Visit the Centurion Card website**
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>
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> > > 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 understand s
> an d 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.
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> > > [redacted]

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>
> > ok thanks
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> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Administrator) 08/18/2015 07:48 AM
>
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
>
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly

or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!

> > > >

> > > > **Thanks,** [redacted]

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> > > > > >> **From: "American Express Travel" <** [redacted] **>**

> > > > > >> **Date: June 26, 2015 at 6:34:07 PM EDT**

> > > > > >> **To:** [redacted]

> > > > > >> **Subject: Invoice** [redacted] **for** [redacted] **31AUG15** [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 1-**[redacted]**.**

> > > > > >>

> > > > > >> **If airline tickets are purchased for this itinerary:**

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

> > > > > >> **http://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:**

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> > > > >> Friday 03 Jul 15
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> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> > > > >> Monday 31 Aug 15
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> > > > >> Flight Information
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> > > > >> Date 31 Aug 2015
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> > > > >> Airline Aeroflot
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> > > > >> Airline Record Locator [redacted]
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> > > > >> Flight/Class SU103 L Economy Class
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> > > > >> Origin New York, John F Kennedy International
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> > > > >> Destination Moscow, Sheremetyevo
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> > > > >> Departing 07:10 PM
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> > > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > > >> Departure Terminal Terminal 1
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> > > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > > >> Estimated Time 9 Hrs 15 Mins
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> > > > >> Seats [redacted]
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> > > > >> Entry and Exit Information for Travel
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>
> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes,

American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> **You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at http://www.americanexpress.com/privacy.**
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> > > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > > >> **PDF itinerary attachment:**
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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.**
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> > > > >> **http://www.adobe.com/products/acrobat/readstep.html**
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> > > > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > > > >> **Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.**
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> > > > >>
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> > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma
> y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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> > > > > The information contained in this communication is
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> > > > > confidential, may be attorney-client privileged, may
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> > > > > constitute inside information, and is intended only for
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> > > > > the use of the addressee. It is the property of
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> > > > > JEE

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> > > > > Unauthorized use, disclosure or copying of this
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> > > > > destroy this communication and all copies thereof,
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> > > > Privacy Statement | Visit the Centurion Card website
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> > > > To learn more about e-mail security or report a suspicious e-mail, please visitusatamericanexpress.com/phishing .
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> > > > © 2015 American Express. All rights reserved
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> > > > 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 understa nd
> s an d 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.
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> i na ctions 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
informationpleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > > [redacted]
>
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> > >
>
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > Sure, let me have a look..
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]

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> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Customer ([redacted]) 08/18/2015 07:48 AM
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> **Friday 03 Jul 15**
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> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > >> **Monday 31 Aug 15**
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> > > >> **Flight Information**
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> > > >> **Date 31 Aug 2015**
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> > > >> **Airline Aeroflot**
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> > > >> **Airline Record Locator [redacted]**
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> > > >> **Flight/Class SU103 L Economy Class**
>
> > > >> **Origin New York, John F Kennedy International**
>
> > > >> **Destination Moscow, Sheremetyevo**
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> > > >> **Departing 07:10 PM**
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> > > >> **Arriving 11:25 AM / 01 Sep 2015**
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> > > >> Departure Terminal Terminal 1
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Seats [redacted]
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> You may receive customer service emails even if you have requested not to receive email marketing offers from American Express. For details about our e-mail practices, please review the American Express Privacy Statement at http://www.americanexpress.com/privacy.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > The information contained in this communication is
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> > > > confidential, may be attorney-client privileged, may
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> > > > constitute inside information, and is intended only for
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> > > > the use of the addressee. It is the property of
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> > > Privacy Statement | Visit the Centurion Card website
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit usatamericanexpress.com/phishing .
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> > > 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 understand s
> an d 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.
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>
> > > [redacted]
>
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
>

> >
>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> >
>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > >
>
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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>
> > > **Thanks, [redacted]**
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> > > >> **From: "American Express Travel" < [redacted] >**
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> > > >> **Date: June 26, 2015 at 6:34:07 PM EDT**
>
> > > >> **To: [redacted]**
>
> > > >> **Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]**
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> > > >> Airline Record Locator [redacted]
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma y
> en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
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> > > > The information contained in this communication is
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> > > > confidential, may be attorney-client privileged, may
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> > > > constitute inside information, and is intended only for
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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 understand s
> an d 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.
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>
> > > [redacted]
>
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> >
>
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > Regards,
>
> > Natalia Molotkova
>

> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > Sure, let me have a look..
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
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> > [redacted]
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> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > Response (Administrator) 08/18/2015 07:48 AM
>
> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
>
> > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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>
> > Thanks, [redacted]
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> > >> From: "American Express Travel" < [redacted] >
>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > >> To: [redacted]
>
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >> 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 1-[redacted].
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> > >> If airline tickets are purchased for this itinerary:
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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > >> http://myamextravel.com/baggage
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> > >> 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:
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> > >> Friday 03 Jul 15
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> > >> Other Information
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
>
> > >> Monday 31 Aug 15
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> > >> Flight Information
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> > >> Date 31 Aug 2015
>
> > >> Airline Aeroflot
>
> > >> Airline Record Locator [redacted]
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> > >> Flight/Class SU103 L Economy Class
>
> > >> Origin New York, John F Kennedy International
>
> > >> Destination Moscow, Sheremetyevo
>
> > >> Departing 07:10 PM
>
> > >> Arriving 11:25 AM / 01 Sep 2015
>
> > >> Departure Terminal Terminal 1
>
> > >> Arrival Terminal Terminal D - Domestic/Intl
>
> > >> Estimated Time 9 Hrs 15 Mins
>
> > >> Stops Non-stop
>
> > >> Seats [redacted]
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> > >> Confirmed
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> > >> Entry and Exit Information for Travel
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> > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > >> PDF itinerary attachment:
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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.
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> d 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.
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> > [redacted]
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>
> Response (Natalia Molotkova) 08/18/2015 12:34 PM
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>
> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
>
>
> Customer ([redacted]) 08/18/2015 12:21 PM
>
>
> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
>
> >
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> >
>
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]

>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
>
> >
>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> >
>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,
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> > > Natalia Molotkova
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> > > Centurion Relationship Manager
>
> > > [redacted]
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> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > Sure, let me have a look..
>
> > > Regards,
>

> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
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> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Administrator) 08/18/2015 07:48 AM
>
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>
> > > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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>
> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >>
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> > > >> 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 1-[redacted].
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> > > >> **If airline tickets are purchased for this itinerary:**
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> > > >> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
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> > > >> **http://myamextravel.com/baggage**
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> > > >> **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:**
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> > > >> **Friday 03 Jul 15**
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> > > >> **Other Information**
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> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
>
> > > >> **Monday 31 Aug 15**
>
> > > >> **Flight Information**
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> > > >>
>
> > > >> **Date 31 Aug 2015**
>
> > > >> **Airline Aeroflot**
>
> > > >> **Airline Record Locator [redacted]**
>
> > > >> **Flight/Class SU103 L Economy Class**
>
> > > >> **Origin New York, John F Kennedy International**
>
> > > >> **Destination Moscow, Sheremetyevo**

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> > > >> **Departing 07:10 PM**
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> > > >> **Arriving 11:25 AM / 01 Sep 2015**
>
> > > >> **Departure Terminal Terminal 1**
>
> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > >> **Stops Non-stop**
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> > > >> **Seats** [redacted]
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> > > >> **Confirmed**
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> > > >> **Entry and Exit Information for Travel**
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> > > >> **American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.**
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> an d 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.
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> na ctions 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 pleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > [redacted]
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> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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>
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > Regards,

> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
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> > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > Sure, let me have a look..
>
> > Regards,
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> > Natalia Molotkova
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> > Centurion Relationship Manager
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> > [redacted]
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> > [redacted]
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> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > Response (Administrator) 08/18/2015 07:48 AM
>
> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>
> > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > Thanks, [redacted]
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> > >> From: "American Express Travel" < [redacted] >
>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> > >> To: [redacted]
>
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >>
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> > >> 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 1-[redacted].
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> > >> If airline tickets are purchased for this itinerary:
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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > >> http://myamextravel.com/baggage
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> > >> 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:
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> > >> Friday 03 Jul 15
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> > >> Other Information
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

>
> > >> Monday 31 Aug 15
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> > >> Flight Information
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> > >> Date 31 Aug 2015
>
> > >> Airline Aeroflot
>
> > >> Airline Record Locator [redacted]
>
> > >> Flight/Class SU103 L Economy Class
>
> > >> Origin New York, John F Kennedy International
>
> > >> Destination Moscow, Sheremetyevo
>
> > >> Departing 07:10 PM
>
> > >> Arriving 11:25 AM / 01 Sep 2015
>
> > >> Departure Terminal Terminal 1
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> > >> Arrival Terminal Terminal D - Domestic/Intl
>
> > >> Estimated Time 9 Hrs 15 Mins
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> > >> Stops Non-stop
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> > >> Seats [redacted]
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> > >> Confirmed
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> > >> Entry and Exit Information for Travel
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> > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:
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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.
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when

customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we may en
> t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > please note
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> > [redacted]
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>
> Customer ([redacted]) 08/18/2015 12:00 PM
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> ok thanks
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> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
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> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > Regards,
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> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
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> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > Sure, let me have a look..
>
> > > Regards,
>
> > > Natalia Molotkova
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> > > Centurion Relationship Manager
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> > > [redacted]
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> > > [redacted]
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>
> > > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> > > >> To: [redacted]
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> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> 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:
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> > > >> **Friday 03 Jul 15**
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> > > >> **Other Information**
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> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > >> **Monday 31 Aug 15**
>
> > > >> **Flight Information**
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>
> > > >> **Date 31 Aug 2015**
>
> > > >> **Airline Aeroflot**
>
> > > >> **Airline Record Locator [redacted]**
>
> > > >> **Flight/Class SU103 L Economy Class**
>
> > > >> **Origin New York, John F Kennedy International**
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> > > >> **Destination Moscow, Sheremetyevo**
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> > > >> **Departing 07:10 PM**
>
> > > >> **Arriving 11:25 AM / 01 Sep 2015**
>
> > > >> **Departure Terminal Terminal 1**
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> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > >> **Stops Non-stop**
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> > > >> **Seats [redacted]**
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> > > >> **Confirmed**
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> > > >> **Entry and Exit Information for Travel**
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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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.
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.
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> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
>
> > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > Thanks, [redacted]
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> > >> From: "American Express Travel" < [redacted] >
>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > >> To: [redacted]
>
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >> 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 1-[redacted].
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> > >> **If airline tickets are purchased for this itinerary:**
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> > >> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
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> > >> **http://myamextravel.com/baggage**
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> > >> **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:**
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> > >> **Friday 03 Jul 15**
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> > >> **Other Information**
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> > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > >> **Monday 31 Aug 15**
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> > >> **Flight Information**
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>
> > >> **Date 31 Aug 2015**
>
> > >> **Airline Aeroflot**
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> > >> **Airline Record Locator [redacted]**
>
> > >> **Flight/Class SU103 L Economy Class**
>
> > >> **Origin New York, John F Kennedy International**
>
> > >> **Destination Moscow, Sheremetyevo**
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> > >> Departing 07:10 PM
>
> > >> Arriving 11:25 AM / 01 Sep 2015
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> > >> Departure Terminal Terminal 1
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> > >> Arrival Terminal Terminal D - Domestic/Intl
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> > >> Estimated Time 9 Hrs 15 Mins
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> > >> Stops Non-stop
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> > >> Seats [redacted]
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> > >> Confirmed
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> > >> Entry and Exit Information for Travel
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> > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:
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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.
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >> Thank you for choosing American Express Centurion Travel Service and have a

pleasant trip.
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> t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > please note
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> > > The information contained in this communication is
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> > 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 an
> d 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.
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> ctions 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 visitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > [redacted]
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> Response (Natalia Molotkova) 08/18/2015 11:53 AM
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>
> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
>
> Regards,
>
> Natalia Molotkova

> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
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>
> Customer ([redacted]) 08/18/2015 11:39 AM
>
>
> This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> >
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>
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> >
>
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > Sure, let me have a look..

> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > >> To: [redacted]
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> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >> Monday 31 Aug 15
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> > >> Flight Information
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> > >>
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> > >> Date 31 Aug 2015
>
> > >> Airline Aeroflot
>
> > >> Airline Record Locator [redacted]
>
> > >> Flight/Class SU103 L Economy Class
>
> > >> Origin New York, John F Kennedy International

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> > >> **Destination Moscow, Sheremetyevo**
>
> > >> **Departing 07:10 PM**
>
> > >> **Arriving 11:25 AM / 01 Sep 2015**
>
> > >> **Departure Terminal Terminal 1**
>
> > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > >> **Stops Non-stop**
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> > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > >> **PDF itinerary attachment:**
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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.**
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> > >> **http://www.adobe.com/products/acrobat/readstep.html**
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> d 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.
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> >> Airline Record Locator [redacted]
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> >> Origin New York, John F Kennedy International
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> >> Destination Moscow, Sheremetyevo
>
> >> Departing 07:10 PM
>
> >> Arriving 11:25 AM / 01 Sep 2015
>
> >> Departure Terminal Terminal 1
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> >> Arrival Terminal Terminal D - Domestic/Intl
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> >> Estimated Time 9 Hrs 15 Mins
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> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> 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

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>
> [redacted]
> Response (Natalia Molotkova) 08/18/2015 12:46 PM
> [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Response (Natalia Molotkova) 08/18/2015 12:40 PM
> I will...
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 12:39 PM
> ok, so when they get back to you (up to 48 hours from now) just let me know!
>
> On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:

> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > Customer ([redacted]) 08/18/2015 07:48 AM

> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop

> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
> > > > >>
> > > > >> American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> PDF itinerary attachment:
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> > > > >>
> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >
> > > > [redacted]
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> > > Centurion Relationship Manager
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Centurion Relationship Manager
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> > > Thanks, [redacted]
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> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > > >> If airline tickets are purchased for this itinerary:
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> > > > >> Origin New York, John F Kennedy International
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> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins

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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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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.

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> > >

> > >

> > > [redacted]

> > Customer ([redacted]) 08/18/2015 12:00 PM

> > ok thanks

> >

> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:

> >

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> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM

> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

> > > Regards,

> > > Natalia Molotkova

> > > Centurion Relationship Manager

> > > [redacted]

> > > [redacted]

> > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > >

> > > Customer ([redacted]) 08/18/2015 11:39 AM

> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

> > >

> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:

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> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > [redacted]
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> > > >
> > > > Thanks, [redacted]
> > > >
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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://myamextravel.com/baggage
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> > > > >>
> > > > >> Friday 03 Jul 15
> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
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> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
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> > > > >> Entry and Exit Information for Travel
> > > > >>
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> > > > >> PDF itinerary attachment:
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
> > > >>
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> > >

> > >

> > > [redacted]

> > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

> >

> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

> >

> > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > Sure, let me have a look..

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

> >

> > Response (Administrator) 08/18/2015 07:48 AM

> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**

> > Customer ([redacted]) 08/18/2015 07:48 AM
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> >
> > Thanks, [redacted]
> >
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> > >
> > >> From: "American Express Travel" <[redacted]>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [redacted]
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > >>
> > >> If airline tickets are purchased for this itinerary:
> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > >> http://myamextravel.com/baggage
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> > >> 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:
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> > >>
> > >> Friday 03 Jul 15
> > >> Other Information
> > >>
> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > >> Monday 31 Aug 15
> > >> Flight Information
> > >>
> > >> Date 31 Aug 2015
> > >> Airline Aeroflot
> > >> Airline Record Locator [redacted]
> > >> Flight/Class SU103 L Economy Class
> > >> Origin New York, John F Kennedy International
> > >> Destination Moscow, Sheremetyevo
> > >> Departing 07:10 PM
> > >> Arriving 11:25 AM / 01 Sep 2015
> > >> Departure Terminal Terminal 1
> > >> Arrival Terminal Terminal D - Domestic/Intl
> > >> Estimated Time 9 Hrs 15 Mins
> > >> Stops Non-stop

> > >> Seats [redacted]
> > >> Confirmed
> > >> Entry and Exit Information for Travel
> > >>
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> >
> >
> > [redacted]
> Response (Natalia Molotkova) 08/18/2015 12:34 PM
> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted] **) 08/18/2015 12:21 PM**
> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
< [redacted] **> wrote:**
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted] **) 08/18/2015 11:39 AM**

> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].**
> > > >>
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> > > >>
> > > >> **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:**
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> > > >> **Friday 03 Jul 15**
> > > >> **Other Information**
> > > >>
> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
> > > >> **Monday 31 Aug 15**
> > > >> **Flight Information**
> > > >>
> > > >> **Date 31 Aug 2015**
> > > >> **Airline Aeroflot**
> > > >> **Airline Record Locator [redacted]**
> > > >> **Flight/Class SU103 L Economy Class**
> > > >> **Origin New York, John F Kennedy International**
> > > >> **Destination Moscow, Sheremetyevo**
> > > >> **Departing 07:10 PM**
> > > >> **Arriving 11:25 AM / 01 Sep 2015**
> > > >> **Departure Terminal Terminal 1**
> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
> > > >> **Estimated Time 9 Hrs 15 Mins**
> > > >> **Stops Non-stop**
> > > >> **Seats [redacted]**
> > > >> **Confirmed**
> > > >> **Entry and Exit Information for Travel**
> > > >>
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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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 i na ctions 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 visitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > Customer ([redacted]) 08/18/2015 07:48 AM
> > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> >
> > Thanks, [redacted]
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> > >> From: "American Express Travel" <[redacted]>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [redacted]

> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > >>
> > >> If airline tickets are purchased for this itinerary:
> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > >> http://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:
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> > >>
> > >> Friday 03 Jul 15
> > >> Other Information
> > >>
> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > >> Monday 31 Aug 15
> > >> Flight Information
> > >>
> > >> Date 31 Aug 2015
> > >> Airline Aeroflot
> > >> Airline Record Locator [redacted]
> > >> Flight/Class SU103 L Economy Class
> > >> Origin New York, John F Kennedy International
> > >> Destination Moscow, Sheremetyevo
> > >> Departing 07:10 PM
> > >> Arriving 11:25 AM / 01 Sep 2015
> > >> Departure Terminal Terminal 1
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> > >>
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> >
> >
> > [redacted]
> Customer ([redacted]) 08/18/2015 12:00 PM
> ok thanks
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
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> > > Thanks, [redacted]
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> > > >
> > > >
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> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> >

> >

> > [redacted]

> Response (Natalia Molotkova) 08/18/2015 11:53 AM

> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [redacted]

> [redacted]

> Hours: Monday through Friday 10:30am to 7:00pm EST

>

> Customer ([redacted] **) 08/18/2015 11:39 AM**

> This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > Sure, let me have a look..
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Administrator) 08/18/2015 07:48 AM
> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > Customer ([redacted]) 08/18/2015 07:48 AM
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> >
> > Thanks, [redacted]
> >
> > >
> > >
> > >
> > >> From: "American Express Travel" <[redacted]>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [redacted]
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].

> > >>
> > >> **If airline tickets are purchased for this itinerary:**
> > >> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
> > >> **http://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:**
> > >>
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> > >>
> > >> **Friday 03 Jul 15**
> > >> **Other Information**
> > >>
> > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
> > >> **Monday 31 Aug 15**
> > >> **Flight Information**
> > >>
> > >> **Date 31 Aug 2015**
> > >> **Airline Aeroflot**
> > >> **Airline Record Locator [redacted]**
> > >> **Flight/Class SU103 L Economy Class**
> > >> **Origin New York, John F Kennedy International**
> > >> **Destination Moscow, Sheremetyevo**
> > >> **Departing 07:10 PM**
> > >> **Arriving 11:25 AM / 01 Sep 2015**
> > >> **Departure Terminal Terminal 1**
> > >> **Arrival Terminal Terminal D - Domestic/Intl**
> > >> **Estimated Time 9 Hrs 15 Mins**
> > >> **Stops Non-stop**
> > >> **Seats [redacted]**
> > >> **Confirmed**
> > >> **Entry and Exit Information for Travel**
> > >>
> > >> **American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.**
> > >>
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> > >>
> > >> **See attached itinerary PDF or link for full terms and conditions.**
> > >>

> > >> 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
> > >>
> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > >>
> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > >>
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> > >>
> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > --
> > > please note
> > > The information contained in this communication is
> > > confidential, may be attorney-client privileged, may
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> > > the use of the addressee. It is the property of
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> > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing.
> >
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> >> From: "American Express Travel" <[redacted]>
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> >> Airline Record Locator [redacted]
> >> Flight/Class SU103 L Economy Class
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> >> Destination Moscow, Sheremetyevo
> >> Departing 07:10 PM
> >> Arriving 11:25 AM / 01 Sep 2015
> >> Departure Terminal Terminal 1
> >> Arrival Terminal Terminal D - Domestic/Intl
> >> Estimated Time 9 Hrs 15 Mins
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> >> http://www.adobe.com/products/acrobat/readstep.html
> >>
> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> >>
> >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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>
>
> [redacted]

Response (Natalia Molotkova) 08/20/2015 06:52 PM
Ok, I was right, the ticket - return portion - can be reused up to 345 days after the last stopover - that was outbound flight on November 21st 2014, so December 2015 is after 345 days. So we can change return only to depart by October 31st with add collect 111.00USD. For December will be new one way ticket. Let me know what you want to do.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[redacted]
Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([redacted]) 08/18/2015 01:33 PM
perfect thanks

On Aug 18, 2015, at 1:14 PM, Natalia Molotkova <[redacted]> wrote:

>
>
> Response (Natalia Molotkova) 08/18/2015 01:14 PM
> Ok, let us see what rate desk will say...
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 01:09 PM
> Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.
>
> Sent from my iPhone
>
> > On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <[redacted]> wrote:
> >
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:46 PM
> > [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]

> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Natalia Molotkova) 08/18/2015 12:40 PM
> > I will...
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:39 PM
> > ok, so when they get back to you (up to 48 hours from now) just let me know!
> >
> > On Aug 18, 2015, at 12:34 PM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 12:21 PM
> > > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
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> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Customer ([redacted]) 08/18/2015 11:39 AM
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> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
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> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > > Centurion Relationship Manager
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> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > > >
> > > > > Thanks, [redacted]
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> > > > > >
> > > > > >> From: "American Express Travel" <[redacted]>
> > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > >> To: [redacted]
> > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].

>>>>>>
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>>>>>> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
>>>>>> **http://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:**
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>>>>>> **Friday 03 Jul 15**
>>>>>> **Other Information**
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>>>>>> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
>>>>>> **Monday 31 Aug 15**
>>>>>> **Flight Information**
>>>>>>
>>>>>> **Date 31 Aug 2015**
>>>>>> **Airline Aeroflot**
>>>>>> **Airline Record Locator [redacted]**
>>>>>> **Flight/Class SU103 L Economy Class**
>>>>>> **Origin New York, John F Kennedy International**
>>>>>> **Destination Moscow, Sheremetyevo**
>>>>>> **Departing 07:10 PM**
>>>>>> **Arriving 11:25 AM / 01 Sep 2015**
>>>>>> **Departure Terminal Terminal 1**
>>>>>> **Arrival Terminal Terminal D - Domestic/Intl**
>>>>>> **Estimated Time 9 Hrs 15 Mins**
>>>>>> **Stops Non-stop**
>>>>>> **Seats [redacted]**
>>>>>> **Confirmed**
>>>>>> **Entry and Exit Information for Travel**
>>>>>>
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>>>>>> **See attached itinerary PDF or link for full terms and conditions.**

>>>>>>>
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>>>>>>> http://www.adobe.com/products/acrobat/readstep.html
>>>>>>>
>>>>>>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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>>>>>>> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
>>>>>>>
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>>>>>>>
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>>>>>>>
>>>>>>> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > >
> > > > >
> > > > > [redacted]
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
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> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >
> > > >
> > > > [redacted]
> > > Customer ([redacted]) 08/18/2015 12:00 PM
> > > ok thanks
> > >
> > > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > > >
> > > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
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> > > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
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> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > > >
> > > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > > > > Sure, let me have a look..
> > > > > Regards,
> > > > > Natalia Molotkova
> > > > > Centurion Relationship Manager
> > > > > [redacted]
> > > > > [redacted]
> > > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > > Thanks, [redacted]
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> > > > > > >> Monday 31 Aug 15
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> > > > > > >> Airline Record Locator [redacted]
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> > > > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > > > >>
> > > > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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to delays, overbooking's, cancellation of services, cessation of operations, accidents or failures of equipment, or changes in fares, itineraries or schedules; or (2) acts of God, fires, earthquakes, floods, climatic aberrations, acts of governmental authorities, civil unrest, strikes, riots, theft, disease, accidents or failures related to the public internet, telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.
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> > > > > >>
> > > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > >

> > > > >

> > > > > [redacted]

> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

> > > >

> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > > Regards,

> > > > Natalia Molotkova

> > > > Centurion Relationship Manager

> > > > [redacted]

> > > > [redacted]

> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information

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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
> > > > >>
> > > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM

> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
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> > > > >>
> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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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 i na ctions 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 pleasevisitwww.americanexpress.com/travelterms California CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]

> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>
> > > >> If airline tickets are purchased for this itinerary:
> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > >> http://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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
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> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> Seats [redacted]
> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
> > > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >>

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

> > > >>

> > > >> 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

> > > >>

> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

> > > >>

> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

> > > >>

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> > > >>

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> > > >>

> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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> > > > please note
> > > > The information contained in this communication is
> > > > confidential, may be attorney-client privileged, may
> > > > constitute inside information, and is intended only for
> > > > the use of the addressee. It is the property of
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing.
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December,

due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
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> > > >
> > > > Thanks, [redacted]
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> > > > >> http://myamextravel.com/baggage
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
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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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> > > > > please note
> > > > > The information contained in this communication is
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> > > > > constitute inside information, and is intended only for
> > > > > the use of the addressee. It is the property of

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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > constitute inside information, and is intended only for

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> > >
> > >
> > > [redacted]

> > Customer ([redacted]) 08/18/2015 12:00 PM
> > ok thanks
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > > Sure, let me have a look..
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> > > > Centurion Relationship Manager
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> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I**

am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
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> > > >
> > > > Thanks, [redacted]
> > > >
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> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM

> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
> > > > >>
> > > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > > >> See attached itinerary PDF or link for full terms and conditions.
> > > > >>
> > > > >> 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
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >
> > > >
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> > > [redacted]
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> > > Response (Administrator) 08/18/2015 07:48 AM

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> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing.
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> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
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> > > >
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> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>
> > > >> If airline tickets are purchased for this itinerary:
> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > >> http://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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
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> > > >> Confirmed
> > > >> Entry and Exit Information for Travel
> > > >>
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> > > >>
> > > >> See attached itinerary PDF or link for full terms and conditions.
> > > >>
> > > >> 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
> > > >>
> > > >> Thank you for choosing American Express Centurion Travel Service and have

a pleasant trip.
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> > > >>
> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > please note
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> > > > confidential, may be attorney-client privileged, may
> > > > constitute inside information, and is intended only for
> > > > the use of the addressee. It is the property of

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> > > Privacy Statement | Visit the Centurion Card website
> > > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing.
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > Sure, let me have a look..
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> >
> >
> > [redacted]
>
> From: [redacted]>
> Content-Type: multipart/alternative;

> boundaryple-Mail-B39BF4A2-F1F8-4A9D-AD07-66B381C04D9D
>
> Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.
>
> Sent from my iPhone
> On Aug 18, 2015, at 12:46 PM, Natalia Molotkova <
[redacted] > wrote:
>
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>
> Response (Natalia Molotkova) 08/18/2015 12:46 PM
>
>
> [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
>
>
> Response (Natalia Molotkova) 08/18/2015 12:40 PM
>
>
> I will...
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]

> **Hours: Monday through Friday 10:30am to 7:00pm EST**
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>
>
> **Customer ([redacted]) 08/18/2015 12:39 PM**
>
>
> **ok, so when they get back to you (up to 48 hours from now) just let me know!**
>
> **On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <**
[redacted] > wrote:
>
> >
>
> >
>
> **> Response (Natalia Molotkova) 08/18/2015 12:34 PM**
>
> **> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.**
>
> **> Regards,**
>
> **> Natalia Molotkova**
>
> **> Centurion Relationship Manager**
>
> **> [redacted]**
>
> **> [redacted]**
>
> **> Hours: Monday through Friday 10:30am to 7:00pm EST**
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> >
>
> **> Customer ([redacted]) 08/18/2015 12:21 PM**
>
> **> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)**
>
> >
>
> **> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <**
[redacted] > wrote:
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> >
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>
> **> > Response (Natalia Molotkova) 08/18/2015 11:53 AM**
>

> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > >
>
> > > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> > >
>
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > > [redacted]
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> > > > Natalia Molotkova
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> > > > >> From: "American Express Travel" < [redacted] >
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> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT

>
> > > > >> **To:** [redacted]
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> > > > >> **Subject: Invoice** [redacted] **for** [redacted] **31AUG15** [redacted]
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> > > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > > >> PDF itinerary attachment:
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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.
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma
> y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The

relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > > >> **California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.**
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> > > > > **please note**
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> > > > > **and may be unlawful. If you have received this**
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> s an d 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.
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> i na ctions 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 pleasevisitwww.americanexpress.com/travelermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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>
> > > > [redacted]
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> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> > >
>
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > Sure, let me have a look..
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
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> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 AM
>
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
>
> > > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to

Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!

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>
> > > Thanks, [redacted]
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>
> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > > >> 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 1-[redacted].
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> 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:
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> > > >> **Friday 03 Jul 15**
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> > > >> **Other Information**
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> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > > >> **Monday 31 Aug 15**
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> > > >> **Flight Information**
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> > > >> **Date 31 Aug 2015**
>
> > > >> **Airline Aeroflot**
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> > > >> **Airline Record Locator [redacted]**
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> > > >> **Flight/Class SU103 L Economy Class**
>
> > > >> **Origin New York, John F Kennedy International**
>
> > > >> **Destination Moscow, Sheremetyevo**
>
> > > >> **Departing 07:10 PM**
>
> > > >> **Arriving 11:25 AM / 01 Sep 2015**
>
> > > >> **Departure Terminal Terminal 1**
>
> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > >> **Stops Non-stop**
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> > > >> **Seats [redacted]**
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> > > >> **Confirmed**
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> > > >> **Entry and Exit Information for Travel**
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> > > >> **American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate**

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> > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > >> **PDF itinerary attachment:**
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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.**
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> > > >> **http://www.adobe.com/products/acrobat/readstep.html**
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> > > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > > >> **Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.**
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> en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> na ctions 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 visitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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>
> > > [redacted]
>
> > Customer ([redacted]) 08/18/2015 12:00 PM
>
> > ok thanks
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>
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
>
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> > >
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> > >
>
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
>
> > >
>
> > > Customer ([redacted]) 08/18/2015 11:39 AM

>
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
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> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > >
>
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > > Regards,
>
> > > > Natalia Molotkova
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> > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > > Sure, let me have a look..
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> > > > Regards,
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> > > > Natalia Molotkova
>
> > > > Centurion Relationship Manager
>
> > > > [redacted]
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> > > > [redacted]
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> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > > Response (Administrator) 08/18/2015 07:48 AM
>
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > > Thanks, [redacted]
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> > > > > > > > > >> From: "American Express Travel" < [redacted] >
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> > > > > > > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > > > > > > > >> To: [redacted]
>
> > > > > > > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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>
> > > > > > > > > >> 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 1-[redacted].
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> > > > > > > > > >> If airline tickets are purchased for this itinerary:
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> > > > > > > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > > > > > > > >> http://myamextravel.com/baggage

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> > > > >> **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:**
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> > > > >> **Friday 03 Jul 15**
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> > > > >> **Other Information**
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>
> > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
>
> > > > >> **Monday 31 Aug 15**
>
> > > > >> **Flight Information**
>
> > > > >>
>
> > > > >> **Date 31 Aug 2015**
>
> > > > >> **Airline Aeroflot**
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> > > > >> **Airline Record Locator [redacted]**
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> > > > >> **Flight/Class SU103 L Economy Class**
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> > > > >> **Origin New York, John F Kennedy International**
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> > > > >> **Destination Moscow, Sheremetyevo**
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> > > > >> **Departing 07:10 PM**
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> > > > >> **Arriving 11:25 AM / 01 Sep 2015**
>
> > > > >> **Departure Terminal Terminal 1**

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> > > > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > > > >> **Estimated Time 9 Hrs 15 Mins**
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> > > > >> **Stops Non-stop**
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> > > > >> **Entry and Exit Information for Travel**
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> > > > >> **American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.**
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> > > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > > >> **PDF itinerary attachment:**
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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.**
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> > > > >> **http://www.adobe.com/products/acrobat/readstep.html**
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> > > > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > > > >> **Please be advised that certain mandatory hotel-imposed charges, including,**

but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma
> y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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> > > > > The information contained in this communication is
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> > > > > confidential, may be attorney-client privileged, may
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> > > > > constitute inside information, and is intended only for
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> > > > 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 understa nd
> s an d 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.
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> i na ctions 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 pleasevisitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > > > [redacted]
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> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > >
>
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]

>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > Sure, let me have a look..
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> > > Regards,
>
> > > Natalia Molotkova
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> > > Centurion Relationship Manager
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> > > [redacted]
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> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Administrator) 08/18/2015 07:48 AM
>
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>
> > > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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> > > >> From: "American Express Travel" < [redacted] >
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> > > >> **Date: June 26, 2015 at 6:34:07 PM EDT**
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> > > >> **To:** [redacted]
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> > > >> **Subject: Invoice** [redacted] **for** [redacted] **31AUG15** [redacted]
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> > > >> **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 1-**[redacted]**.**
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> > > >> **If airline tickets are purchased for this itinerary:**
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> > > >> **Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
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> > > >> **http://myamextravel.com/baggage**
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> > > >> **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:**
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> > > >> **Friday 03 Jul 15**
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> > > >> **Other Information**
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> > > >> **CITIZENS OF** [redacted] [redacted] **MUST CARRY A VALID PASSPORT**
>
> > > >> **Monday 31 Aug 15**
>
> > > >> **Flight Information**
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> > > >>
>
> > > >> Date 31 Aug 2015
>
> > > >> Airline Aeroflot
>
> > > >> Airline Record Locator [redacted]
>
> > > >> Flight/Class SU103 L Economy Class
>
> > > >> Origin New York, John F Kennedy International
>
> > > >> Destination Moscow, Sheremetyevo
>
> > > >> Departing 07:10 PM
>
> > > >> Arriving 11:25 AM / 01 Sep 2015
>
> > > >> Departure Terminal Terminal 1
>
> > > >> Arrival Terminal Terminal D - Domestic/Intl
>
> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> Seats [redacted]
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> > > >> Entry and Exit Information for Travel
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a

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> an d 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.
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> > > [redacted]

>
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> >
>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> >
>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
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>
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager

>
> > > [redacted]
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> > > [redacted]
>
> > > **Hours: Monday through Friday 10:30am to 7:00pm EST**
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>
> > > **Response (Natalia Molotkova) 08/18/2015 10:34 AM**
>
> > > **Sure, let me have a look..**
>
> > > **Regards,**
>
> > > **Natalia Molotkova**
>
> > > **Centurion Relationship Manager**
>
> > > [redacted]
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> > > [redacted]
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> > > **Hours: Monday through Friday 10:30am to 7:00pm EST**
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>
> > > **Response (Administrator) 08/18/2015 07:48 AM**
>
> > > **THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
>
> > > **Customer ([redacted]) 08/18/2015 07:48 AM**
>
> > > **Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!**
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> > > **Thanks, [redacted]**
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> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
>
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> > > >> 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 1-[redacted].
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> 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:
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> > > >> Friday 03 Jul 15
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> > > >> Other Information
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
>
> > > >> Monday 31 Aug 15
>

> > > >> Flight Information
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>
> > > >> Date 31 Aug 2015
>
> > > >> Airline Aeroflot
>
> > > >> Airline Record Locator [redacted]
>
> > > >> Flight/Class SU103 L Economy Class
>
> > > >> Origin New York, John F Kennedy International
>
> > > >> Destination Moscow, Sheremetyevo
>
> > > >> Departing 07:10 PM
>
> > > >> Arriving 11:25 AM / 01 Sep 2015
>
> > > >> Departure Terminal Terminal 1
>
> > > >> Arrival Terminal Terminal D - Domestic/Intl
>
> > > >> Estimated Time 9 Hrs 15 Mins
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> > > >> Stops Non-stop
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> > > >> Seats [redacted]
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> > > >> Entry and Exit Information for Travel
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> > > >> American Express strongly recommends that youperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >> PDF itinerary attachment:
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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.
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> an d 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.
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> na ctions 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 visitwww.americanexpress.com/traveltermsCalifornia CST#1022318, Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
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> > >
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>
> > > [redacted]
>
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> >
>
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
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>
> > Sure, let me have a look..
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
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> > [redacted]
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> > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > Response (Administrator) 08/18/2015 07:48 AM
>
> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
>

> > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > Thanks, [redacted]
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> > >> From: "American Express Travel" < [redacted] >
>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> > >> To: [redacted]
>
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >>
>
> > >> 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 1-[redacted].
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> > >> If airline tickets are purchased for this itinerary:
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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > >> http://myamextravel.com/baggage
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> > >> 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:
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> > > >> **Friday 03 Jul 15**
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> > > >> **Other Information**
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> > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
>
> > > >> **Monday 31 Aug 15**
>
> > > >> **Flight Information**
>
> > > >>
>
> > > >> **Date 31 Aug 2015**
>
> > > >> **Airline Aeroflot**
>
> > > >> **Airline Record Locator [redacted]**
>
> > > >> **Flight/Class SU103 L Economy Class**
>
> > > >> **Origin New York, John F Kennedy International**
>
> > > >> **Destination Moscow, Sheremetyevo**
>
> > > >> **Departing 07:10 PM**
>
> > > >> **Arriving 11:25 AM / 01 Sep 2015**
>
> > > >> **Departure Terminal Terminal 1**
>
> > > >> **Arrival Terminal Terminal D - Domestic/Intl**
>
> > > >> **Estimated Time 9 Hrs 15 Mins**
>
> > > >> **Stops Non-stop**
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> > > >> **Seats [redacted]**
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> > > >> **Confirmed**
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> > > >> **Entry and Exit Information for Travel**
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> > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.

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

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> > >> PDF itinerary attachment:

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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.

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

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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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telecommunications lines or facilities, or third party technology systems, or any other cause beyond the control of Amex.
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> t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > please note
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> > > The information contained in this communication is
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> > > confidential, may be attorney-client privileged, may
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> > > constitute inside information, and is intended only for
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> > > the use of the addressee. It is the property of
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> > > return e-mail or by e-mail to jeevacation@gmail.com , and
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> > > destroy this communication and all copies thereof,
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> > > including all attachments. copyright -all rights reserved
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> > Privacy Statement | Visit the Centurion Card website
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> > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing .
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> > © 2015 American Express. All rights reserved
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> > 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 an
> d 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.
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> > [redacted]
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>
> Response (Natalia Molotkova) 08/18/2015 12:34 PM
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>
> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
>
>
> Customer ([redacted]) 08/18/2015 12:21 PM
>
>
> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don’t think we can…but…) and if we can’t then forget it…(no need to reserve Dec flight)
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
>

> >
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> >
>
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
>
> >
>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> >
>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
>
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> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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>
> > > Sure, let me have a look..
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>
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> > > Centurion Relationship Manager
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> > > Thanks, [redacted]
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> > > >
>
> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
>
> > > >>
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> > > >> If airline tickets are purchased for this itinerary:
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> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > > >> http://myamextravel.com/baggage
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> > > >> Other Information
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>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

> > > > >> Monday 31 Aug 15

> > > > >> Flight Information

> > > > >>

> > > > >> Date 31 Aug 2015

> > > > >> Airline Aeroflot

> > > > >> Airline Record Locator [redacted]

> > > > >> Flight/Class SU103 L Economy Class

> > > > >> Origin New York, John F Kennedy International

> > > > >> Destination Moscow, Sheremetyevo

> > > > >> Departing 07:10 PM

> > > > >> Arriving 11:25 AM / 01 Sep 2015

> > > > >> Departure Terminal Terminal 1

> > > > >> Arrival Terminal Terminal D - Domestic/Intl

> > > > >> Estimated Time 9 Hrs 15 Mins

> > > > >> Stops Non-stop

> > > > >> Seats [redacted]

> > > > >> Confirmed

> > > > >> Entry and Exit Information for Travel

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>
> > > >> **See attached itinerary PDF or link for full terms and conditions.**
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> > > >> **PDF itinerary attachment:**
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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.**
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> > > >> **http://www.adobe.com/products/acrobat/readstep.html**
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> > > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > > > **please note**
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> > > > **The information contained in this communication is**
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> > > > **confidential, may be attorney-client privileged, may**
>
> > > > **constitute inside information, and is intended only for**
>
> > > > **the use of the addressee. It is the property of**
>
> > > > **JEE**
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> > > > **Unauthorized use, disclosure or copying of this**
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> > > > **communication or any part thereof is strictly prohibited**
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> > > > **communication in error, please notify us immediately by**
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> > > > **return e-mail or by e-mail to jeevacation@gmail.com , and**
>
> > > > **destroy this communication and all copies thereof,**

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> > > > including all attachments. copyright -all rights reserved
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> > > Privacy Statement | Visit the Centurion Card website
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> an d 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.
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> > >> If airline tickets are purchased for this itinerary:
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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > >> http://myamextravel.com/baggage
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> > >> 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:
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> > >> **Friday 03 Jul 15**
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> > >> **Other Information**
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> > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
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> > >> **Monday 31 Aug 15**
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> > >> **Flight Information**
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> > >> **Date 31 Aug 2015**
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> > >> **Airline Aeroflot**
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> > >> **Airline Record Locator [redacted]**
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> > >> **Flight/Class SU103 L Economy Class**
>
> > >> **Origin New York, John F Kennedy International**
>
> > >> **Destination Moscow, Sheremetyevo**
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> > >> **Departing 07:10 PM**
>
> > >> **Arriving 11:25 AM / 01 Sep 2015**
>
> > >> **Departure Terminal Terminal 1**
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> > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > >> **Estimated Time 9 Hrs 15 Mins**
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> > >> **Stops Non-stop**
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> > >> **Seats [redacted]**
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> > >> **Confirmed**
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> > >> **Entry and Exit Information for Travel**

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> > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:
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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.
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> > >> http://www.adobe.com/products/acrobat/readstep.html
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > please note
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> > 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 an
> d 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.
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> > [redacted]
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>
> Customer ([redacted]) 08/18/2015 12:00 PM
>
>
> ok thanks
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:
>
> >
>
> >
>
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
>
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>

> > Hours: Monday through Friday 10:30am to 7:00pm EST
>
> >
>
> > Customer ([redacted]) 08/18/2015 11:39 AM
>
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> >
>
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
>
> >
>
> > >
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> > >
>
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> > >
>
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
>
> > > Regards,
>
> > > Natalia Molotkova
>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > > Sure, let me have a look..
>
> > > Regards,
>
> > > Natalia Molotkova

>
> > > Centurion Relationship Manager
>
> > > [redacted]
>
> > > [redacted]
>
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Response (Administrator) 08/18/2015 07:48 AM
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> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>
> > > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > > Thanks, [redacted]
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>
> > > >> From: "American Express Travel" < [redacted] >
>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > > >> To: [redacted]
>
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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>
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > >> Thank you for choosing American Express Centurion Travel Service and have

a pleasant trip.
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>

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>
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay

for supplier products and services. From time to time we may en
> t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > constitute inside information, and is intended only for
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> > > the use of the addressee. It is the property of
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> > [redacted]
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> Response (Natalia Molotkova) 08/18/2015 11:53 AM
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>
> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
>
>
> Regards,
>
> Natalia Molotkova
>
> Centurion Relationship Manager
>
> [redacted]
>
> [redacted]
>
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
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>
> Customer ([redacted]) 08/18/2015 11:39 AM
>
>
> This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:
>
> >
>
> >
>
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
>
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> >
>
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
>
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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>
> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
>
> > Sure, let me have a look..
>
> > Regards,
>
> > Natalia Molotkova
>
> > Centurion Relationship Manager
>
> > [redacted]
>
> > [redacted]
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> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > Response (Administrator) 08/18/2015 07:48 AM
>
> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
>
> > Customer ([redacted]) 08/18/2015 07:48 AM
>
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
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> > Thanks, [redacted]
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> > >> From: "American Express Travel" < [redacted] >
>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
>
> > >> To: [redacted]
>
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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>
> > >> 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 1-[redacted].
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> > >> If airline tickets are purchased for this itinerary:
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> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
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> > >> http://myamextravel.com/baggage
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> > >> 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:
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> > >> Friday 03 Jul 15
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> > >> Other Information
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> > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
>
> > >> **Monday 31 Aug 15**
>
> > >> **Flight Information**
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>
> > >> **Date 31 Aug 2015**
>
> > >> **Airline Aeroflot**
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> > >> **Airline Record Locator [redacted]**
>
> > >> **Flight/Class SU103 L Economy Class**
>
> > >> **Origin New York, John F Kennedy International**
>
> > >> **Destination Moscow, Sheremetyevo**
>
> > >> **Departing 07:10 PM**
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> > >> **Arriving 11:25 AM / 01 Sep 2015**
>
> > >> **Departure Terminal Terminal 1**
>
> > >> **Arrival Terminal Terminal D - Domestic/Intl**
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> > >> **Estimated Time 9 Hrs 15 Mins**
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> > >> **Stops Non-stop**
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> > >> **Seats [redacted]**
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> > >> **Confirmed**
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> > >> **Entry and Exit Information for Travel**
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> > >> **American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.**
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> > >> See attached itinerary PDF or link for full terms and conditions.
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> > >> PDF itinerary attachment:
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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.
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > return e-mail or by e-mail to jeevacation@gmail.com , and

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> > [redacted]
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> **Response (Natalia Molotkova) 08/18/2015 11:13 AM**
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>
> [redacted], **according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?**
>
> **I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.**
>
>
> **Regards,**
>
> **Natalia Molotkova**
>
> **Centurion Relationship Manager**
>
> [redacted]
>
> [redacted]
>
> **Hours: Monday through Friday 10:30am to 7:00pm EST**
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>
> **Response (Natalia Molotkova) 08/18/2015 10:34 AM**
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>
> **Sure, let me have a look..**
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>
> **Regards,**
>
> **Natalia Molotkova**
>
> **Centurion Relationship Manager**
>
> [redacted]
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> [redacted]
>
> **Hours: Monday through Friday 10:30am to 7:00pm EST**
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> **Response (Administrator) 08/18/2015 07:48 AM**
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> **THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
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>
> **Customer ([redacted]) 08/18/2015 07:48 AM**
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>
> **Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!**
>
> **Thanks, [redacted]**
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> **>> From: "American Express Travel" < [redacted] >**
>
> **>> Date: June 26, 2015 at 6:34:07 PM EDT**
>
> **>> To: [redacted]**
>
> **>> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].**
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> **>>**
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> **>> If airline tickets are purchased for this itinerary:**
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> **>> Airline Baggage Fee/Rules may apply and can be accessed by visiting:**
>
> **>> http://myamextravel.com/baggage**
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> **>>**

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> >> 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:
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> >> Friday 03 Jul 15
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> >> Other Information
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> >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
>
> >> Monday 31 Aug 15
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> >> Flight Information
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> >> Date 31 Aug 2015
>
> >> Airline Aeroflot
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> >> Airline Record Locator [redacted]
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> >> Flight/Class SU103 L Economy Class
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> >> Origin New York, John F Kennedy International
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> >> Destination Moscow, Sheremetyevo
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> >> Departing 07:10 PM
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> >> Arriving 11:25 AM / 01 Sep 2015
>
> >> Departure Terminal Terminal 1
>
> >> Arrival Terminal Terminal D - Domestic/Intl
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> >> Estimated Time 9 Hrs 15 Mins
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> >> Stops Non-stop
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> >> Seats [redacted]
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> >> Entry and Exit Information for Travel
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> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> 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.

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> 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.

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>

>

> [redacted]

> Response (Natalia Molotkova) 08/18/2015 12:46 PM

> [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [redacted]

> [redacted]

> Hours: Monday through Friday 10:30am to 7:00pm EST

>

> Response (Natalia Molotkova) 08/18/2015 12:40 PM

> I will...

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [redacted]

> [redacted]

> Hours: Monday through Friday 10:30am to 7:00pm EST

>

> Customer ([redacted]) 08/18/2015 12:39 PM

> ok, so when they get back to you (up to 48 hours from now) just let me know!

>

> On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <[redacted]> wrote:

>

> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
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> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > > Sure, let me have a look..
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> > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > >> http://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:
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> > > > >>
> > > > >> Friday 03 Jul 15
> > > > >> Other Information

> > > > >>
> > > > >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**
> > > > >> **Monday 31 Aug 15**
> > > > >> **Flight Information**
> > > > >>
> > > > >> **Date 31 Aug 2015**
> > > > >> **Airline Aeroflot**
> > > > >> **Airline Record Locator [redacted]**
> > > > >> **Flight/Class SU103 L Economy Class**
> > > > >> **Origin New York, John F Kennedy International**
> > > > >> **Destination Moscow, Sheremetyevo**
> > > > >> **Departing 07:10 PM**
> > > > >> **Arriving 11:25 AM / 01 Sep 2015**
> > > > >> **Departure Terminal Terminal 1**
> > > > >> **Arrival Terminal Terminal D - Domestic/Intl**
> > > > >> **Estimated Time 9 Hrs 15 Mins**
> > > > >> **Stops Non-stop**
> > > > >> **Seats [redacted]**
> > > > >> **Confirmed**
> > > > >> **Entry and Exit Information for Travel**
> > > > >>
> > > > >> **American Express strongly recommends thatyouperiodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.**
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> > > > >>
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> > > > >>
> > > > >> **See attached itinerary PDF or link for full terms and conditions.**
> > > > >>
> > > > >> **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**
> > > > >>
> > > > >> **Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.**
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> > > > >>
> > > > >> Intermediary Disclosure. Amex assists you in finding travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers to you and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals, and from time to time may also provide incentives to our travel counselors. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting technology initiatives. In addition, we receive compensation from suppliers when customers use the American Express Card or other American Express products to pay for supplier products and services. From time to time we ma y en t er into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors, including supplier availability and your preferences. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.
> > > > >>
> > > > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > > > > please note
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Seats [redacted]
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> > > > >> Entry and Exit Information for Travel
> > > > >>
> > > > >> American Express strongly recommends

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> > > > >>

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

> > > > >>

> > > > >> 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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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won’t hear from you until after 10am when your shift starts….!

> > >
> > > Thanks, [redacted]
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> > > >
> > > > From: "American Express Travel" <[redacted]>
> > > > Date: June 26, 2015 at 6:34:07 PM EDT
> > > > To: [redacted]
> > > > Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >
> > > > If airline tickets are purchased for this itinerary:
> > > > Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > > http://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:
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> > > > Friday 03 Jul 15
> > > > Other Information
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> > > > CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > Monday 31 Aug 15
> > > > Flight Information
> > > >
> > > > Date 31 Aug 2015
> > > > Airline Aeroflot
> > > > Airline Record Locator [redacted]
> > > > Flight/Class SU103 L Economy Class
> > > > Origin New York, John F Kennedy International
> > > > Destination Moscow, Sheremetyevo
> > > > Departing 07:10 PM
> > > > Arriving 11:25 AM / 01 Sep 2015
> > > > Departure Terminal Terminal 1
> > > > Arrival Terminal Terminal D - Domestic/Intl
> > > > Estimated Time 9 Hrs 15 Mins
> > > > Stops Non-stop
> > > > Seats [redacted]
> > > > Confirmed
> > > > Entry and Exit Information for Travel
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]

> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
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> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>
> > > >> If airline tickets are purchased for this itinerary:
> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > >> http://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:
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> > > >> Friday 03 Jul 15
> > > >> Other Information

> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
> > > >> Seats [redacted]
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> > > >> Entry and Exit Information for Travel
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> > [redacted]

> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > Sure, let me have a look..
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Response (Administrator) 08/18/2015 07:48 AM
> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > Customer ([redacted]) 08/18/2015 07:48 AM
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> >
> > Thanks, [redacted]
> >
> > >
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> > >
> > > From: "American Express Travel" <[redacted]>
> > > Date: June 26, 2015 at 6:34:07 PM EDT
> > > To: [redacted]
> > > Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > >
> > > If airline tickets are purchased for this itinerary:
> > > Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > http://myamextravel.com/baggage
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> > > 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:
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> > > Friday 03 Jul 15

> > >> Other Information
> > >>
> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > >> Monday 31 Aug 15
> > >> Flight Information
> > >>
> > >> Date 31 Aug 2015
> > >> Airline Aeroflot
> > >> Airline Record Locator [redacted]
> > >> Flight/Class SU103 L Economy Class
> > >> Origin New York, John F Kennedy International
> > >> Destination Moscow, Sheremetyevo
> > >> Departing 07:10 PM
> > >> Arriving 11:25 AM / 01 Sep 2015
> > >> Departure Terminal Terminal 1
> > >> Arrival Terminal Terminal D - Domestic/Intl
> > >> Estimated Time 9 Hrs 15 Mins
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> > >> Seats [redacted]
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> > >>
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> > >> http://www.adobe.com/products/acrobat/readstep.html
> > >>
> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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> > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing.

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> >
> >
> > [redacted]
> Response (Natalia Molotkova) 08/18/2015 12:34 PM
> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 12:21 PM
> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we

can…but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
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> > > [redacted]
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> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > > > From: "American Express Travel" <[redacted]>
> > > > > Date: June 26, 2015 at 6:34:07 PM EDT
> > > > > To: [redacted]
> > > > > Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > >
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> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > >> Estimated Time 9 Hrs 15 Mins
> > > >> Stops Non-stop
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> >

> >

> > [redacted]

> Customer ([redacted]) 08/18/2015 12:00 PM

> ok thanks

>

> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:

>

> >

> >

> > Response (Natalia Molotkova) 08/18/2015 11:53 AM

> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

> >

> > Customer ([redacted]) 08/18/2015 11:39 AM

> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

> >

> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:

> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > Centurion Relationship Manager
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> > > [redacted]
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> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
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> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>
> > > >> If airline tickets are purchased for this itinerary:
> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:

> > > >> http://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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
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> > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > >>
> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > >>
> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > >> Date: June 26, 2015 at 6:34:07 PM EDT
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> > >> Entry and Exit Information for Travel
> > >>
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> > >>
> > >> See attached itinerary PDF or link for full terms and conditions.
> > >>
> > >> 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
> > >>
> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > >>
> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> >
> >
> > [redacted]
> Response (Natalia Molotkova) 08/18/2015 11:13 AM
> [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Response (Natalia Molotkova) 08/18/2015 10:34 AM
> Sure, let me have a look..
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Response (Administrator) 08/18/2015 07:48 AM
> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
> Customer ([redacted]) 08/18/2015 07:48 AM
> Good morning Natasha…can you please change this ticket for [redacted] [redacted] to

Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!

>

> Thanks, [redacted]

>

> >

> >

> >

> >> From: "American Express Travel" <[redacted]>

> >> Date: June 26, 2015 at 6:34:07 PM EDT

> >> To: [redacted]

> >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].

> >>

> >> If airline tickets are purchased for this itinerary:

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

> >> http://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:

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> >> Friday 03 Jul 15

> >> Other Information

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> >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

> >> Monday 31 Aug 15

> >> Flight Information

> >>

> >> Date 31 Aug 2015

> >> Airline Aeroflot

> >> Airline Record Locator [redacted]

> >> Flight/Class SU103 L Economy Class

> >> Origin New York, John F Kennedy International

> >> Destination Moscow, Sheremetyevo

> >> Departing 07:10 PM

> >> Arriving 11:25 AM / 01 Sep 2015

> >> Departure Terminal Terminal 1

> >> Arrival Terminal Terminal D - Domestic/Intl

> >> Estimated Time 9 Hrs 15 Mins

> >> Stops Non-stop

> >> Seats [redacted]

> >> Confirmed

> >> Entry and Exit Information for Travel
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> >>
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> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> >>
> >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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>
>
> [redacted]

Response (Natalia Molotkova) 08/18/2015 01:14 PM
Ok, let us see what rate desk will say...

Regards,
Natalia Molotkova
Centurion Relationship Manager
[redacted]
Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([redacted]) 08/18/2015 01:09 PM
Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.

Sent from my iPhone

> On Aug 18, 2015, at 12:46 PM, Natalia Molotkova
<[redacted]> wrote:
>
>
>
> Response (Natalia Molotkova) 08/18/2015 12:46 PM
> [redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>

> Response (Natalia Molotkova) 08/18/2015 12:40 PM
> I will...
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 12:39 PM
> ok, so when they get back to you (up to 48 hours from now) just let me know!
>
> On Aug 18, 2015, at 12:34 PM, Natalia Molotkova
<[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 12:34 PM
> > Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 12:21 PM
> > Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:

> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > > >
> > > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > > Sure, let me have a look..
> > > > Regards,
> > > > Natalia Molotkova
> > > > Centurion Relationship Manager
> > > > [redacted]
> > > > [redacted]
> > > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > > >
> > > > Response (Administrator) 08/18/2015 07:48 AM
> > > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > > >>
> > > > >> If airline tickets are purchased for this itinerary:
> > > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:

> > > > >> http://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:
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> > > > >>
> > > > >> Friday 03 Jul 15
> > > > >> Other Information
> > > > >>
> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
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> > > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > > >>
> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > > >>
> > > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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Washington UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> > > >
> > > >
> > > > [redacted]
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>
> > > >> If airline tickets are purchased for this itinerary:

> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > > >> http://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:
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> > > >>
> > > >> Friday 03 Jul 15
> > > >> Other Information
> > > >>
> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > >> Monday 31 Aug 15
> > > >> Flight Information
> > > >>
> > > >> Date 31 Aug 2015
> > > >> Airline Aeroflot
> > > >> Airline Record Locator [redacted]
> > > >> Flight/Class SU103 L Economy Class
> > > >> Origin New York, John F Kennedy International
> > > >> Destination Moscow, Sheremetyevo
> > > >> Departing 07:10 PM
> > > >> Arriving 11:25 AM / 01 Sep 2015
> > > >> Departure Terminal Terminal 1
> > > >> Arrival Terminal Terminal D - Domestic/Intl
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> > > >> See attached itinerary PDF or link for full terms and conditions.
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> > > >>
> > > >> http://www.adobe.com/products/acrobat/readstep.html
> > > >>
> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > >>
> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >>
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> > > > please note
> > > > The information contained in this communication is
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> > > > constitute inside information, and is intended only for
> > > > the use of the addressee. It is the property of
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> > > Privacy Statement | Visit the Centurion Card website
> > > To learn more about e-mail security or report a suspicious e-mail, please visit us atamericanexpress.com/phishing.
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> > >
> > >
> > > [redacted]
> > Customer ([redacted]) 08/18/2015 12:00 PM
> > ok thanks
> >
> > On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Customer ([redacted]) 08/18/2015 11:39 AM
> > > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> > >
> > > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> > >
> > > >
> > > >
> > > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
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> > > > Centurion Relationship Manager
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> > > > [redacted]
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> > > >
> > > > Thanks, [redacted]
> > > >
> > > > >
> > > > >
> > > > >
> > > > >> From: "American Express Travel" <[redacted]>
> > > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > > >> To: [redacted]
> > > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > > >>
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> > > > >> Airline Record Locator [redacted]
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> > > > >>
> > > > >> http://www.adobe.com/products/acrobat/readstep.html
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> > > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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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
> > > >>
> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > > >>
> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:

> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > > >>
> > > >> If airline tickets are purchased for this itinerary:
> > > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:

> > > > >> http://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:
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> > > > >> Friday 03 Jul 15
> > > > >> Other Information
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> > > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > > > >> Monday 31 Aug 15
> > > > >> Flight Information
> > > > >>
> > > > >> Date 31 Aug 2015
> > > > >> Airline Aeroflot
> > > > >> Airline Record Locator [redacted]
> > > > >> Flight/Class SU103 L Economy Class
> > > > >> Origin New York, John F Kennedy International
> > > > >> Destination Moscow, Sheremetyevo
> > > > >> Departing 07:10 PM
> > > > >> Arriving 11:25 AM / 01 Sep 2015
> > > > >> Departure Terminal Terminal 1
> > > > >> Arrival Terminal Terminal D - Domestic/Intl
> > > > >> Estimated Time 9 Hrs 15 Mins
> > > > >> Stops Non-stop
> > > > >> Seats [redacted]
> > > > >> Confirmed
> > > > >> Entry and Exit Information for Travel
> > > > >>
> > > > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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Reader. Refer to website below to download and install this free software.
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> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> > > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > > >>
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> > > Privacy Statement | Visit the Centurion Card website
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UBI#600-469-694, Iowa TA#002, Nevada NV#2001-0126
> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > Sure, let me have a look..
> > Regards,
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> > Customer ([redacted]) 08/18/2015 07:48 AM
> > Good morning Natasha…can you please change this ticket for [redacted] [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> >
> > Thanks, [redacted]
> >
> > >
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> > >
> > >> From: "American Express Travel" <[redacted]>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [redacted]
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >> 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 1-[redacted].
> > >>
> > >> If airline tickets are purchased for this itinerary:

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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > >> Monday 31 Aug 15
> > >> Flight Information
> > >>
> > >> Date 31 Aug 2015
> > >> Airline Aeroflot
> > >> Airline Record Locator [redacted]
> > >> Flight/Class SU103 L Economy Class
> > >> Origin New York, John F Kennedy International
> > >> Destination Moscow, Sheremetyevo
> > >> Departing 07:10 PM
> > >> Arriving 11:25 AM / 01 Sep 2015
> > >> Departure Terminal Terminal 1
> > >> Arrival Terminal Terminal D - Domestic/Intl
> > >> Estimated Time 9 Hrs 15 Mins
> > >> Stops Non-stop
> > >> Seats [redacted]
> > >> Confirmed
> > >> Entry and Exit Information for Travel
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> >

> >
> > [redacted]
> Response (Natalia Molotkova) 08/18/2015 12:34 PM
> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 12:21 PM
> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
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> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]

> > > Hours: Monday through Friday 10:30am to 7:00pm EST
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> > > Thanks, [redacted]
> > >
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> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
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> > > >> If airline tickets are purchased for this itinerary:
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> > [redacted]
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> > Thanks, [redacted]
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> > >> From: "American Express Travel" <[redacted]>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [redacted]
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
> > >>
> > >> If airline tickets are purchased for this itinerary:
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> > >> http://myamextravel.com/baggage
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> > >> Friday 03 Jul 15
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > >> Monday 31 Aug 15
> > >> Flight Information
> > >>
> > >> Date 31 Aug 2015
> > >> Airline Aeroflot
> > >> Airline Record Locator [redacted]
> > >> Flight/Class SU103 L Economy Class
> > >> Origin New York, John F Kennedy International
> > >> Destination Moscow, Sheremetyevo
> > >> Departing 07:10 PM
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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> >
> >
> > [redacted]
> Response (Natalia Molotkova) 08/18/2015 11:53 AM
> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 11:39 AM
> This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > [redacted]
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> > [redacted]
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> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [redacted]
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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>
>
> [redacted]

From: [redacted]>
Content-Type: multipart/alternative;
boundaryple-Mail-B39BF4A2-F1F8-4A9D-AD07-66B381C04D9D

Thanks. I see you reserved the ticket. Totally fine just in case! Sorry, [redacted] having computer issues or I would have responded sooner.

Sent from my iPhone
On Aug 18, 2015, at 12:46 PM, Natalia Molotkova < [redacted]
> wrote:

Response (Natalia Molotkova) 08/18/2015 12:46 PM

[redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?

Regards,

Natalia Molotkova

Centurion Relationship Manager

[redacted]

[redacted]

Hours: Monday through Friday 10:30am to 7:00pm EST

Response (Natalia Molotkova) 08/18/2015 12:40 PM

I will...

Regards,

Natalia Molotkova

Centurion Relationship Manager

[redacted]

[redacted]

Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([redacted]) 08/18/2015 12:39 PM

ok, so when they get back to you (up to 48 hours from now) just let me know!

On Aug 18, 2015, at 12:34 PM, Natalia Molotkova < [redacted] > wrote:

>

>

> Response (Natalia Molotkova) 08/18/2015 12:34 PM

> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [redacted]

> [redacted]

> Hours: Monday through Friday 10:30am to 7:00pm EST

>

> Customer ([redacted] **) 08/18/2015 12:21 PM**

> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)

>

> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [redacted] **> wrote:**

>

> >

> >

> > Response (Natalia Molotkova) 08/18/2015 11:53 AM

> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

> >

> > Customer ([redacted] **) 08/18/2015 11:39 AM**

> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

> >

> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:

> >

> > >

> > >

> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

> > >

> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > > Regards,

> > > Natalia Molotkova

> > > Centurion Relationship Manager

> > > [redacted]

> > > [redacted]

> > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > >

> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > > Sure, let me have a look..

> > > Regards,

> > > Natalia Molotkova

> > > Centurion Relationship Manager

> > > [redacted]

> > > [redacted]

> > > Hours: Monday through Friday 10:30am to 7:00pm EST

> > >

> > > Response (Administrator) 08/18/2015 07:48 AM

> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**

> > > Customer ([redacted]) 08/18/2015 07:48 AM

> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!

> > >

> > > Thanks, [redacted]

> > >

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> > > >> From: "American Express Travel" < [redacted] >

> > > >> Date: June 26, 2015 at 6:34:07 PM EDT

> > > >> To: [redacted]

> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]

> > > >>

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> > > >> Friday 03 Jul 15

> > > >> Other Information

> > > >>

> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

> > > >> Monday 31 Aug 15

> > > >> Flight Information

> > > >>

> > > >> Date 31 Aug 2015

> > > >> Airline Aeroflot

> > > >> Airline Record Locator [redacted]

> > > >> Flight/Class SU103 L Economy Class

> > > >> Origin New York, John F Kennedy International

> > > >> Destination Moscow, Sheremetyevo

> > > >> Departing 07:10 PM

> > > >> Arriving 11:25 AM / 01 Sep 2015

> > > >> Departure Terminal Terminal 1

> > > >> Arrival Terminal Terminal D - Domestic/Intl

> > > >> Estimated Time 9 Hrs 15 Mins

> > > >> Stops Non-stop

> > > >> Seats [redacted]

> > > >> Confirmed

> > > >> Entry and Exit Information for Travel

> > > >>

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> > > >> PDF itinerary attachment:

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> > > >>

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

> > > >>

> > > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

> > > >>

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payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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> > >

> > >

> > > [redacted]

> > Response (Natalia Molotkova) 08/18/2015 11:13 AM

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> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

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> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

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> > Thanks, [redacted]

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> > >> Date: June 26, 2015 at 6:34:07 PM EDT

> > >> To: [redacted]

> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]

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> > >> Friday 03 Jul 15

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> > >> Monday 31 Aug 15

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> > >> Airline Aeroflot

> > >> Airline Record Locator [redacted]

> > >> Flight/Class SU103 L Economy Class

> > >> Origin New York, John F Kennedy International

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> > >> Departing 07:10 PM

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> >

> >

> > [redacted]

> Customer ([redacted] **) 08/18/2015 12:00 PM**

> ok thanks

>

> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <
[redacted] > wrote:

>

> >

> >

> > Response (Natalia Molotkova) 08/18/2015 11:53 AM

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> > Natalia Molotkova

> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

> >

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> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
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> > > >> From: "American Express Travel" < [redacted] >

> > > >> Date: June 26, 2015 at 6:34:07 PM EDT

> > > >> To: [redacted]

> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]

> > > >>

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> > > >> 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:

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> > > >> Friday 03 Jul 15

> > > >> Other Information

> > > >>

> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

> > > >> Monday 31 Aug 15

> > > >> Flight Information

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> > > >> Date 31 Aug 2015

> > > >> Airline Aeroflot

> > > >> Airline Record Locator [redacted]

> > > >> Flight/Class SU103 L Economy Class

> > > >> Origin New York, John F Kennedy International

> > > >> Destination Moscow, Sheremetyevo

> > > >> Departing 07:10 PM

> > > >> Arriving 11:25 AM / 01 Sep 2015

> > > >> Departure Terminal Terminal 1

> > > >> Arrival Terminal Terminal D - Domestic/Intl

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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.

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> > [redacted]

> Response (Natalia Molotkova) 08/18/2015 11:13 AM

> [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

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> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [redacted]

> [redacted]

> Hours: Monday through Friday 10:30am to 7:00pm EST

>

> Response (Natalia Molotkova) 08/18/2015 10:34 AM

> Sure, let me have a look..

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [redacted]

> [redacted]

> Hours: Monday through Friday 10:30am to 7:00pm EST

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> Response (Administrator) 08/18/2015 07:48 AM

> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**

> Customer ([redacted]) 08/18/2015 07:48 AM

> Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!

>

> Thanks, [redacted]

>

> >

> >

> >

> >> From: "American Express Travel" < [redacted] >

> >> Date: June 26, 2015 at 6:34:07 PM EDT

> >> To: [redacted]

> >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].

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> >> If airline tickets are purchased for this itinerary:

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

> >> http://myamextravel.com/baggage

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> >> 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:

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> >> Friday 03 Jul 15

> >> Other Information

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> >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

> >> Monday 31 Aug 15

> >> Flight Information

> >>

> >> Date 31 Aug 2015

> >> Airline Aeroflot

> >> Airline Record Locator [redacted]

> >> Flight/Class SU103 L Economy Class

> >> Origin New York, John F Kennedy International

> >> Destination Moscow, Sheremetyevo

> >> Departing 07:10 PM

> >> Arriving 11:25 AM / 01 Sep 2015

> >> Departure Terminal Terminal 1

> >> Arrival Terminal Terminal D - Domestic/Intl

> >> Estimated Time 9 Hrs 15 Mins

> >> Stops Non-stop

> >> Seats [redacted]

> >> Confirmed

> >> Entry and Exit Information for Travel

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> >>

> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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>

>

> [redacted]

Response (Natalia Molotkova) 08/18/2015 12:34 PM

Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.

Regards,

Natalia Molotkova

Centurion Relationship Manager

[redacted]

[redacted]

Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([redacted]) 08/18/2015 12:21 PM

Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)

On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [redacted] > wrote:

>

>

> Response (Natalia Molotkova) 08/18/2015 11:53 AM

> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [redacted]

> [redacted]

> Hours: Monday through Friday 10:30am to 7:00pm EST

>

> Customer ([redacted]) 08/18/2015 11:39 AM

> This is true…we have changed this ticket a few times. I guess it is all we can do is

rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

>

> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <
[redacted] > wrote:

>

> >

> >

> > Response (Natalia Molotkova) 08/18/2015 11:13 AM

> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?

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> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

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> > Response (Natalia Molotkova) 08/18/2015 10:34 AM

> > Sure, let me have a look..

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

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> > Response (Administrator) 08/18/2015 07:48 AM

> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**

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> >

> > Thanks, [redacted]

> >

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> > >> From: "American Express Travel" < [redacted] >

> > >> Date: June 26, 2015 at 6:34:07 PM EDT

> > >> To: [redacted]

> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].

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> > >> http://myamextravel.com/baggage

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> > >> Friday 03 Jul 15

> > >> Other Information

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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

> > >> Monday 31 Aug 15

> > >> Flight Information

> > >>

> > >> Date 31 Aug 2015

> > >> Airline Aeroflot

> > >> Airline Record Locator [redacted]

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> >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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>

>

> [redacted]

Customer ([redacted] **) 08/18/2015 12:00 PM**

ok thanks

On Aug 18, 2015, at 11:53 AM, Natalia Molotkova < [redacted] > wrote:

>

>

> Response (Natalia Molotkova) 08/18/2015 11:53 AM

> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

> Regards,

> Natalia Molotkova

> Centurion Relationship Manager

> [redacted]

> [redacted]

> Hours: Monday through Friday 10:30am to 7:00pm EST

>

> Customer ([redacted]) 08/18/2015 11:39 AM

> This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

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> >

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> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

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> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

> > Hours: Monday through Friday 10:30am to 7:00pm EST

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> > Sure, let me have a look..

> > Regards,

> > Natalia Molotkova

> > Centurion Relationship Manager

> > [redacted]

> > [redacted]

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> >

> > Response (Administrator) 08/18/2015 07:48 AM

> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**

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> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!

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> > Thanks, [redacted]

> >

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> > >> From: "American Express Travel" < [redacted] >

> > >> Date: June 26, 2015 at 6:34:07 PM EDT

> > >> To: [redacted]

> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].

> > >>

> > >> If airline tickets are purchased for this itinerary:

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

> > >> http://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:

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> > >> Friday 03 Jul 15

> > >> Other Information

> > >>

> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

> > >> Monday 31 Aug 15

> > >> Flight Information

> > >>

> > >> Date 31 Aug 2015

> > >> Airline Aeroflot

> > >> Airline Record Locator [redacted]

> > >> Flight/Class SU103 L Economy Class

> > >> Origin New York, John F Kennedy International

> > >> Destination Moscow, Sheremetyevo

> > >> Departing 07:10 PM

> > >> Arriving 11:25 AM / 01 Sep 2015

> > >> Departure Terminal Terminal 1

> > >> Arrival Terminal Terminal D - Domestic/Intl

> > >> Estimated Time 9 Hrs 15 Mins

> > >> Stops Non-stop

> > >> Seats [redacted]

> > >> Confirmed

> > >> Entry and Exit Information for Travel

> > >>

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

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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> > [redacted]

> Response (Natalia Molotkova) 08/18/2015 11:13 AM

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> >> From: "American Express Travel" < [redacted] >

> >> Date: June 26, 2015 at 6:34:07 PM EDT

> >> To: [redacted]

> >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]

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> >> **Friday 03 Jul 15**

> >> **Other Information**

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> >> **CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT**

> >> **Monday 31 Aug 15**

> >> **Flight Information**

> >>

> >> **Date 31 Aug 2015**

> >> **Airline Aeroflot**

> >> **Airline Record Locator [redacted]**

> >> **Flight/Class SU103 L Economy Class**

> >> **Origin New York, John F Kennedy International**

> >> **Destination Moscow, Sheremetyevo**

> >> **Departing 07:10 PM**

> >> **Arriving 11:25 AM / 01 Sep 2015**

> >> **Departure Terminal Terminal 1**

> >> **Arrival Terminal Terminal D - Domestic/Intl**

> >> **Estimated Time 9 Hrs 15 Mins**

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Your Centurion Travel Service travel plans have been posted to a secure website. Please click on the link to view your trip details:

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> >> Friday 03 Jul 15

> >> Other Information

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> >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

> >> Monday 31 Aug 15

> >> Flight Information

> >>

> >> Date 31 Aug 2015

> >> Airline Aeroflot

> >> Airline Record Locator [redacted]

> >> Flight/Class SU103 L Economy Class

> >> Origin New York, John F Kennedy International

> >> Destination Moscow, Sheremetyevo

> >> Departing 07:10 PM

> >> Arriving 11:25 AM / 01 Sep 2015

> >> Departure Terminal Terminal 1

> >> Arrival Terminal Terminal D - Domestic/Intl

> >> Estimated Time 9 Hrs 15 Mins

> >> Stops Non-stop

> >> Seats [redacted]

> >> Confirmed

> >> Entry and Exit Information for Travel

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> >>

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

> >>

> >> 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

> >>

> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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>

>

> [redacted]

Response (Natalia Molotkova) 08/18/2015 11:13 AM

[redacted], **according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?**

I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.

Regards,

Natalia Molotkova

Centurion Relationship Manager

[redacted]

[redacted]

Hours: Monday through Friday 10:30am to 7:00pm EST

Response (Natalia Molotkova) 08/18/2015 10:34 AM

Sure, let me have a look..

Regards,

Natalia Molotkova

Centurion Relationship Manager

[redacted]

[redacted]

Hours: Monday through Friday 10:30am to 7:00pm EST

Response (Administrator) 08/18/2015 07:48 AM

THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**

Customer ([redacted]) 08/18/2015 07:48 AM

Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!

Thanks, [redacted]

>

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>

>> From: "American Express Travel" < [redacted] >

>> Date: June 26, 2015 at 6:34:07 PM EDT

>> To: [redacted]

>> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].

>>

>> If airline tickets are purchased for this itinerary:

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>> http://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:

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>> Friday 03 Jul 15

>> Other Information

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>> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT

>> Monday 31 Aug 15

>> Flight Information

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>> Date 31 Aug 2015

>> Airline Aeroflot

>> Airline Record Locator [redacted]

>> Flight/Class SU103 L Economy Class

>> Origin New York, John F Kennedy International

>> Destination Moscow, Sheremetyevo

>> Departing 07:10 PM

>> Arriving 11:25 AM / 01 Sep 2015

>> Departure Terminal Terminal 1

>> Arrival Terminal Terminal D - Domestic/Intl

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

>>

>> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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>> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.

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[redacted]

Response (Natalia Molotkova) 08/18/2015 12:46 PM
[redacted], the one way ticket from NY to Moscow with Aeroflot is so cheap: December 17,21,22 and 23 - only 415.00USD. What date to hold while we are waiting fro the respond from the rate desk?

Regards,
Natalia Molotkova
Centurion Relationship Manager
[redacted]
Hours: Monday through Friday 10:30am to 7:00pm EST

Response (Natalia Molotkova) 08/18/2015 12:40 PM
I will...

Regards,
Natalia Molotkova
Centurion Relationship Manager
[redacted]
Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([redacted]) 08/18/2015 12:39 PM
ok, so when they get back to you (up to 48 hours from now) just let me know!

On Aug 18, 2015, at 12:34 PM, Natalia Molotkova <[redacted]> wrote:

>
>
> Response (Natalia Molotkova) 08/18/2015 12:34 PM
> Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 12:21 PM
> Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST

> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> > >
> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Natalia Molotkova) 08/18/2015 10:34 AM
> > > Sure, let me have a look..
> > > Regards,
> > > Natalia Molotkova
> > > Centurion Relationship Manager
> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST
> > >
> > > Response (Administrator) 08/18/2015 07:48 AM
> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > > Customer ([redacted]) 08/18/2015 07:48 AM
> > > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> > >
> > > Thanks, [redacted]
> > >
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> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT

> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > >>
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> > > >> 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:
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> > >
> > >
> > > [redacted]
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > Centurion Relationship Manager
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> > [redacted]
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> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
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> >
> > Thanks, [redacted]
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> > >
> > >> From: "American Express Travel" <[redacted]>

> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [redacted]
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > >>
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> > >>
> > >> If airline tickets are purchased for this itinerary:
> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > >> http://myamextravel.com/baggage
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> > >>
> > >> Friday 03 Jul 15
> > >> Other Information
> > >>
> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > >> Monday 31 Aug 15
> > >> Flight Information
> > >>
> > >> Date 31 Aug 2015
> > >> Airline Aeroflot
> > >> Airline Record Locator [redacted]
> > >> Flight/Class SU103 L Economy Class
> > >> Origin New York, John F Kennedy International
> > >> Destination Moscow, Sheremetyevo
> > >> Departing 07:10 PM
> > >> Arriving 11:25 AM / 01 Sep 2015
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > >>
> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> > >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.

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> >
> >
> > [redacted]
> Customer ([redacted]) 08/18/2015 12:00 PM
> ok thanks
>
> On Aug 18, 2015, at 11:53 AM, Natalia Molotkova
<[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:53 AM
> > Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> > Regards,
> > Natalia Molotkova
> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
> > Hours: Monday through Friday 10:30am to 7:00pm EST
> >
> > Customer ([redacted]) 08/18/2015 11:39 AM
> > This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
> >
> > On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
<[redacted]> wrote:
> >
> > >
> > >
> > > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
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> > > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
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> > > [redacted]
> > > [redacted]
> > > Hours: Monday through Friday 10:30am to 7:00pm EST

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> > > Sure, let me have a look..
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> > > [redacted]
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> > > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
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> > > Thanks, [redacted]
> > >
> > > >
> > > >
> > > >
> > > >> From: "American Express Travel" <[redacted]>
> > > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > > >> To: [redacted]
> > > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> > > >>
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> > > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
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> >
> >
> > [redacted]
> Response (Natalia Molotkova) 08/18/2015 11:53 AM
> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted] **) 08/18/2015 11:39 AM**
> This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let

me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
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> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova
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> > Response (Administrator) 08/18/2015 07:48 AM
> > THIS EMAIL INBOX IS NOT MONITORED when I am out of the office** I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!
> > Customer ([redacted]) 08/18/2015 07:48 AM
> > Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
> >
> > Thanks, [redacted]
> >
> > >
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> > >
> > >> From: "American Express Travel" <[redacted]>
> > >> Date: June 26, 2015 at 6:34:07 PM EDT
> > >> To: [redacted]
> > >> Subject: Invoice [redacted] for [redacted] 31AUG15 [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 1-[redacted].
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> > >> If airline tickets are purchased for this itinerary:
> > >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> > >> http://myamextravel.com/baggage
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> > >> 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:
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> > >>
> > >> Friday 03 Jul 15
> > >> Other Information
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > >> Monday 31 Aug 15
> > >> Flight Information
> > >>
> > >> Date 31 Aug 2015
> > >> Airline Aeroflot
> > >> Airline Record Locator [redacted]
> > >> Flight/Class SU103 L Economy Class
> > >> Origin New York, John F Kennedy International
> > >> Destination Moscow, Sheremetyevo
> > >> Departing 07:10 PM
> > >> Arriving 11:25 AM / 01 Sep 2015
> > >> Departure Terminal Terminal 1
> > >> Arrival Terminal Terminal D - Domestic/Intl
> > >> Estimated Time 9 Hrs 15 Mins
> > >> Stops Non-stop
> > >> Seats [redacted]
> > >> Confirmed
> > >> Entry and Exit Information for Travel
> > >>
> > >> American Express strongly recommends that you periodicallyreviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit requirements for your travel destination. Due to frequent changes, American Express cannot guarantee the accuracy of the information provided and expressly disclaims any liability for any inaccurate or incomplete information contained on that site.
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> > >>
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> > >> http://www.adobe.com/products/acrobat/readstep.html
> > >>
> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> > >>
> > >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> >> Origin New York, John F Kennedy International
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> >> Departing 07:10 PM
> >> Arriving 11:25 AM / 01 Sep 2015
> >> Departure Terminal Terminal 1
> >> Arrival Terminal Terminal D - Domestic/Intl
> >> Estimated Time 9 Hrs 15 Mins
> >> Stops Non-stop
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> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
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>
>
> [redacted]

Response (Natalia Molotkova) 08/18/2015 12:34 PM
Due to original ticket is pretty old, I can't pull the exact fare rules, that is why sent it to rate desk.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[redacted]
Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([redacted]) 08/18/2015 12:21 PM
Natasha, Jeffrey is asking if we can extend the ticket at all (which I don't think we can…but…) and if we can't then forget it…(no need to reserve Dec flight)

On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:

>
>
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> > >> Friday 03 Jul 15
> > >> Other Information
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> > >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> > >> Monday 31 Aug 15
> > >> Flight Information
> > >>
> > >> Date 31 Aug 2015
> > >> Airline Aeroflot
> > >> Airline Record Locator [redacted]
> > >> Flight/Class SU103 L Economy Class
> > >> Origin New York, John F Kennedy International
> > >> Destination Moscow, Sheremetyevo
> > >> Departing 07:10 PM
> > >> Arriving 11:25 AM / 01 Sep 2015
> > >> Departure Terminal Terminal 1
> > >> Arrival Terminal Terminal D - Domestic/Intl
> > >> Estimated Time 9 Hrs 15 Mins
> > >> Stops Non-stop
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> Centurion Relationship Manager
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> [redacted]
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> THIS EMAIL INBOX IS NOT MONITORED when I am out of the office I am currently out of the office with no access to voicemail or email. My normal office hours are 10:30 AM to 7:00 PM 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. Have a wonderful day!**
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>
> Thanks, [redacted]
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> >> From: "American Express Travel" <[redacted]>
> >> Date: June 26, 2015 at 6:34:07 PM EDT
> >> To: [redacted]
> >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> >>
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>
>
> [redacted]

Customer ([redacted]) 08/18/2015 12:00 PM
ok thanks

On Aug 18, 2015, at 11:53 AM, Natalia Molotkova <[redacted]> wrote:

>
>
> Response (Natalia Molotkova) 08/18/2015 11:53 AM

> Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>
> Customer ([redacted]) 08/18/2015 11:39 AM
> This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...
>
> On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:
>
> >
> >
> > Response (Natalia Molotkova) 08/18/2015 11:13 AM
> > [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
> >
> > I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> > Regards,
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> > Centurion Relationship Manager
> > [redacted]
> > [redacted]
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> > > Date: June 26, 2015 at 6:34:07 PM EDT
> > > To: [redacted]
> > > Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
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> > >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.

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> Response (Administrator) 08/18/2015 07:48 AM
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> Good morning Natasha…can you please change this ticket for [redacted] to Moscow to December…like Dec. 17,18,19,20,21…what ever day is the best price to fly or closest to the price we have paid…I know I won't hear from you until after 10am when your shift starts….!
>

> Thanks, [redacted]
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> >> From: "American Express Travel" <[redacted]>
> >> Date: June 26, 2015 at 6:34:07 PM EDT
> >> To: [redacted]
> >> Subject: Invoice [redacted] for [redacted] 31AUG15 [redacted]
> >>
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> >>
> >> If airline tickets are purchased for this itinerary:
> >> Airline Baggage Fee/Rules may apply and can be accessed by visiting:
> >> http://myamextravel.com/baggage
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> >> 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:
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> >> Friday 03 Jul 15
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> >> CITIZENS OF [redacted] [redacted] MUST CARRY A VALID PASSPORT
> >> Monday 31 Aug 15
> >> Flight Information
> >>
> >> Date 31 Aug 2015
> >> Airline Aeroflot
> >> Airline Record Locator [redacted]
> >> Flight/Class SU103 L Economy Class
> >> Origin New York, John F Kennedy International
> >> Destination Moscow, Sheremetyevo
> >> Departing 07:10 PM
> >> Arriving 11:25 AM / 01 Sep 2015
> >> Departure Terminal Terminal 1
> >> Arrival Terminal Terminal D - Domestic/Intl
> >> Estimated Time 9 Hrs 15 Mins
> >> Stops Non-stop
> >> Seats [redacted]
> >> Confirmed
> >> Entry and Exit Information for Travel
> >>
> >> American Express strongly recommends that you periodically reviewwww.Visacentral.com/amex for the most up to date and accurate entry/exit

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> >> http://www.adobe.com/products/acrobat/readstep.html
> >>
> >> Thank you for choosing American Express Centurion Travel Service and have a pleasant trip.
> >>
> >> Please be advised that certain mandatory hotel-imposed charges, including, but not limited to, daily resort or facility fees, may be applicable to your stay and payable to the hotel operator at check-out from the property. You may wish to inquire with the hotel before your trip regarding the existence and amount of such charges.
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> >> California State Seller of Travel Registration Number: 1022318. Washington State Seller of Travel Registration Number: UBI#600469694. Nevada Seller of Travel Registration No.: NV#2001-0126; Iowa: TA# 002 Registered Iowa Travel Agency.
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>
> [redacted]

Response (Natalia Molotkova) 08/18/2015 11:53 AM
Let me find the best new fare, but I am still waiting fro the respond from the rate desk, might take up to 48 hours.

Regards,
Natalia Molotkova
Centurion Relationship Manager
[redacted]
Hours: Monday through Friday 10:30am to 7:00pm EST

Customer ([redacted]) 08/18/2015 11:39 AM
This is true…we have changed this ticket a few times. I guess it is all we can do is rebook a new ticket…can you Reserve a ticket to Moscow for her in December and let me know the price of this reservation as well as the price we paid for this current ticket for Aug. 31 that we will have to forfeit the funds on...

On Aug 18, 2015, at 11:13 AM, Natalia Molotkova <[redacted]> wrote:

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> Response (Natalia Molotkova) 08/18/2015 11:13 AM
> [redacted], according to the fare rules, we can't change the return date to December, due to it is way past the maximum stay, you will have to purchase new ticket for her. Do you want me to price new one?
>
> I did email it to the rate desk fro them to double check the rules again, due to the original ticket was exchanged couple time.
> Regards,
> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
> Hours: Monday through Friday 10:30am to 7:00pm EST
>

> Response (Natalia Molotkova) 08/18/2015 10:34 AM
> Sure, let me have a look..
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> Natalia Molotkova
> Centurion Relationship Manager
> [redacted]
> [redacted]
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Response (Natalia Molotkova) 08/18/2015 11:13 AM

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