

From: bellaklein <[REDACTED]>
To: Lesley Groff <[REDACTED]>
Subject: Re: [REDACTED] 30Mar JFK-STT Exchange [Email Ref: 150329-000258]
Date: Tue, 21 Apr 2015 21:48:37 +0000

Ok, np

Thank you,

Bella

On Apr 21, 2015, at 5:47 PM, Lesley Groff <[REDACTED]> wrote:

Yes, I searched for awhile also. Tomorrow I will call Amex. Perhaps they can figure it out right away.

Sent from my iPhone

On Apr 21, 2015, at 5:34 PM, bellaklein <[REDACTED]> wrote:

i think you did, but can't find it

Thank you,

Bella

[REDACTED]
Tel: [REDACTED]

On Apr 21, 2015, at 4:43 PM, Lesley Groff <[REDACTED]> wrote:

I thought I sent you an email specifically saying that we would be billed by a 3rd party...?

On Apr 21, 2015, at 3:00 PM, bellaklein <[REDACTED]> wrote:

fyi
Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

Begin forwarded message:

From: Lesley Groff <[REDACTED]>
Subject: Re: [REDACTED] 30Mar JFK-STT Exchange [Email Ref: 150329-000258]
Date: March 29, 2015 at 8:38:53 AM EDT

To: Centurion Support <[REDACTED]>
Cc: Bella Klein <[REDACTED]>

Wow! that is fantastic. Thank you so much for going the extra mile for us!

On Mar 29, 2015, at 2:16 AM, Centurion Support <[REDACTED]> wrote:

<===== DO NOT REPLY BELOW THIS LINE =====>

Response (Centurion Support) 03/29/2015 02:16 AM

Lesley,

Attached is the exchange for [REDACTED]. We wanted to let you know that originally the ticket on Delta and American were issued as non refundable tickets. Normally there would be a \$200 change fee plus any difference in fare. However, I was able to call Delta and ask for a waiver for the change fee of \$200. They were happy to provide it. We were also able to get a slightly lower fare than what was originally quoted for the change. So, we only ended up charging a total of \$90 for the Delta change. Any further changes however, we can not guarantee that Delta will allow additional waivers.

Thank you and should you need further assistance, we are here to help.

Heather

From Centurion Support on behalf of your Relationship Manager

From Centurion Support on behalf of your Relationship Manager

American Express made the following annotations on 2015-03-29 02:16:47

"This message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you are not the intended recipient, any disclosure, copying, use, or distribution of the information included in this message and any attachments is prohibited. If you have received this communication in error, please notify us by reply e-mail and immediately and permanently delete this message and any attachments. Please do not respond to this email with personal identifiable information. If you need to provide personal identifiable information, you may contact us via our Secure Message Center by clicking on the following link: <https://www.americanexpress.com/messagecenter> Thank you."

American Express a ajouté le commentaire suivant le 2015-03-29 02:16:47

"Ce courrier et toute pièce jointe qu'il contient sont réservés au seul destinataire indiqué et peuvent renfermer des renseignements confidentiels et privilégiés. Si vous n'êtes pas le destinataire prévu, toute divulgation, duplication, utilisation ou distribution du courrier ou de toute pièce jointe est interdite. Si vous avez reçu cette communication par erreur, veuillez nous en aviser par courrier et détruire immédiatement le courrier et les pièces jointes. Veuillez ne pas répondre à cet email avec l'information identifiable personnelle. Si vous devez fournir des informations identifiées personnelles, vous pouvez nous contacter par l'intermédiaire de notre centre bloqué de message en cliquant sur le lien suivant

: <https://www.americanexpress.com/messagecenter> Merci." <[REDACTED]>

RQTXFL.pdf>