

**To:** [REDACTED]  
**From:** Natalia Molotkova  
**Sent:** Tue 4/30/2019 1:59:23 PM  
**Subject:** question...

Title: American Express ®

[REDACTED], are you asking about transferring points to the airline or using points to pay the difference in fare between coach and business?

Regards,  
Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]  
[REDACTED]  
Hours: Mon through Friday 9AM-530PM EST

Hi Natasha...when we transfer Amex points to upgrade a ticket and then we need to change the flight for the passenger (as happens quite a bit with us!) what happens with those points? I imagine it gets tricky...?

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