

To: Daphne Cales [REDACTED]; Oliver Esslinger [REDACTED]; Melisa Venegas [REDACTED]

Subject: RE: Prioritization of the true overdues [I]

Classification: **For internal use only**

All --

Please see attached for the current list of "true overdues" for high risk customers based on KYC status as of 7-10-2018 (97 customers) for the case managers to prioritize 9 (1st priority being the oldest / most aged overdues.) and for a forward looking view a list of those due in July.

For LatAm, I can provide the team the information directly.

I know we are still waiting on management decisions on scope (mortgage only, 2017 KYCs approved in 2018) but we should start to shift to prioritize the true overdues.

Let me know if you have any questions

In addition, see summary below for additional information on the Jan – June population

Monthly view

Due Month	# of Customers
January	5
February	3
March	20
April	6
May	24
June	39
Grand Total	97

Team view

Due Month	LatAm	MEA NY	USO Central	USO NY	USO West	Grand Total
January	2			3		5
February	2			1		3
March	4	2		14		20
April			6			6
May	18	2		3	1	24
June	11		1	26	1	39
Grand Total	37	4	7	47	2	97

Case Manager	# of Customers
Indira Cardenas and Lilia Perez	37
Pradeep Vaje	26