

You **MUST** take one of the below two action steps:

**I. Charge a \$30 overdraft fee.**

- Create a Financial Client Instructions-Banking TEAS case under the account in -DBforce.
- Enter the following language in the Description field in the Special Instructions section, "Charge a \$30 overdraft fee."
- Select "Exempt" from the Instructions Via field in the Call Back Details section.

**II. Request/Enter a Waiver.**

- Create a Financial Client Instructions-Banking TEAS case under the account in DBforce.
  - Enter the following language in the Description field in the Special Instructions section, "Waive the \$30 overdraft fee."
  - Select "Exempt" from the Instructions Via field in the Call Back Details section.
- Attach Business Manager email approval to case

Kind regards,  
Komal Shahani



Komal Shahani  
Process Supervisor

DBOI Global Services Private Limited  
COO Wealth Management Operations

[REDACTED]

**Please send all the Banking related Queires to our new Group E-mail ID**

[REDACTED]

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