Subject: FW: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]
From: Melinda Roy <melinda.roy@db.com>
Date: Mon, 21 Mar 2016 10:37:06 -0400
To: Armen Brash <armen.brash@db.com>
Cc: Jj Litchford <jj.litchford@db.com>,
    Stewart Oldfield <██████████████████████>

Classification: For internal use only

Armen,

Please see below. This account was supposed to be closed last week but for
some reason was not. I am looking into what happened now. Could we please
have approval to waive the OD fee?

From: Komal Shahani
Sent: Monday, March 21, 2016 10:35 AM
To: Melinda Roy; Jj Litchford
Cc: 'gtopwmbankingexceptioncheckprocessing@list.db.com'; Kathryn J
Stanfield; Stewart Oldfield
Subject: RE: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Hi,

Since, the account has overdrawn and it's in OD for 8 days, so we would
require a financial teas either to wave or to charge fees with approval of
business line manager.

Kind regards,
Komal Shahani

_____

{cid:image003.png@01D1835D.58546C60}

Komal Shahani

Process Supervisor

DBOI Global Services Private Limited
COO Wealth Management Operations
A-1 & A-2, Evolve - Mahindra Technology Park,
Inside Mahindra World City - SEZ, 302029 Jaipur, India
Tel. (212)469-2366
Mobile +91 9829052199
Email komal.shahani@db.com

Please send all the Banking related Queires to our new Group E-mail ID
gtopwmbankingexceptioncheckprocessing@list.db.com

From: Melinda Roy
Sent: Monday, March 21, 2016 10:31 AM
To: Komal Shahani; Jj Litchford
Cc: 'gtopwmbankingexceptioncheckprocessing@list.db.com'; Kathryn J
Stanfield; Stewart Oldfield
Subject: RE: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Komal,

This account has fraudulent transactions and was supposed to be closed last
week. I am looking into why it was not closed.

From: Komal Shahani
Sent: Monday, March 21, 2016 10:29 AM
To: Jj Litchford; Melinda Roy
Cc: 'gtopwmbankingexceptioncheckprocessing@list.db.com'; Kathryn J Stanfield
Subject: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Hi,

{cid:image001.jpg@01D1835C.BA9C4B50}

Earlier today we received an overdraft referral form from Operations. Please be aware that this account has been in an overdraft status from more than five business days and, therefore, should be charged a fee.

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

_____

{cid:image002.png@01D1835C.BA9C4B50}

Komal Shahani
Process Supervisor

DBOI Global Services Private Limited
COO Wealth Management Operations
A-1 & A-2, Evolve - Mahindra Technology Park,
Inside Mahindra World City - SEZ, 302029 Jaipur, India
Tel. (212)469-2366
Mobile +91 9829052199
Email komal.shahani@db.com

Please send all the Banking related Queires to our new Group E-mail ID
gtopwmbankingexceptioncheckprocessing@list.db.com