

Subject: Re: LSJE [REDACTED] on Jan 31st!!!  
From: Bella Klein <[REDACTED]>  
Date: Tue, 12 Feb 2019 12:12:05 -0500  
To: Brigid Macias <[REDACTED]>

Appreciate your help!  
Thank you,  
Bella

[REDACTED]  
[REDACTED]

On Feb 12, 2019, at 12:11 PM, Brigid Macias <[REDACTED]> wrote:

Hi,

I will forward this to our investigation team and will advise asap.

Kind regards,  
Brigid Macias

---

Brigid Macias  
Assistant Vice President

Deutsche Bank Trust Company Americas  
Deutsche Bank Wealth Management  
345 Park Avenue  
24th Floor  
New York, NY 10154  
[REDACTED]  
[REDACTED]  
[REDACTED]

Securities offered through Deutsche Bank Securities Inc.

From: Bella Klein [mailto:[REDACTED]]  
Sent: Tuesday, February 12, 2019 11:51 AM  
To: Brigid Macias <[REDACTED]>  
Cc: Richard Kahn <[REDACTED]>; Stewart Oldfield <[REDACTED]>  
Subject: Re: LSJE [REDACTED] on Jan 31st!!!  
Importance: High

Thank you so much for your email. I was able to contact the recipient.  
Corrected beneficiary name is below, please forward to [REDACTED] as soon as possible as wire will be returned in 2 days.

[REDACTED]  
[REDACTED]

Thank you,  
Bella

[REDACTED]  
[REDACTED]

On Feb 12, 2019, at 10:51 AM, Brigid Macias <[REDACTED]> wrote:

Good Morning,

As per our conversation, foreign wires can take up to 10 business days to be received on the other side. Its not always the case it takes this long, but we have to manage expectations. Its highly unlikely the wire will be received in a day or two to an overseas account.

The wire was initiated on Thursday, 1/31/19. We followed up with you on the following Wednesday, 2/6 as the wire was being held up due to bank being unable to apply the funds accordingly. An amendment was sent the same day and a request was sent to our operations team to provide confirmation on receipt of funds.

You have mentioned a recall, which I initially advised you not to because that request could take 10 or more business days for the funds to be returned. There is a chance the client will have already received the funds while the recall is being processed, causing a debit in the beneficiaries

account.

You have mentioned sending a new wire, which I initially advised you not to because that request could again take up to 10 business days. There is a chance the beneficiary will receive the first wire while you send the second wire. You will have to go back to your beneficiary and ask for those funds back, which again takes time.

When we send tracers out or amendments for wires out to a foreign bank, we are truly at the mercy of waiting for a response from the other side. No matter how many messages we send out to the other bank, we have to wait for a response.

I understand your frustration and I apologize this has taken so much of your time and effort to get this finalized, but I can assure you we are doing everything we can to make sure the payment is received.

I just received notification [REDACTED] cannot apply the funds as the beneficiary account name is incorrect. They cannot match the account number with the account name provided.

I am happy to reach out to your beneficiary if you would be so kind as to provide their contact information. I can of course CC you on any communication I send.

Kind regards,  
Brigid Macias

---

Brigid Macias  
Assistant Vice President

Deutsche Bank Trust Company Americas  
Deutsche Bank Wealth Management  
345 Park Avenue

24th Floor  
New York, NY 10154

Securities offered through Deutsche Bank Securities Inc.

From: Bella Klein [mailto: [REDACTED]]  
Sent: Tuesday, February 12, 2019 10:10 AM  
To: Brigid Macias < [REDACTED] >  
Cc: Richard Kahn < [REDACTED] >; Stewart Oldfield  
< [REDACTED] >  
Subject: Re:LSJE [REDACTED] on Jan 31st!!!

Brigid,

Please follow up on the wire that was sent on January 31st in the amount of \$700 to [REDACTED] from LSJE acc [REDACTED]. It is 9 business days since we sent it, must be an update on the status.

Thank you,  
Bella

[REDACTED]  
[REDACTED]

On Feb 6, 2019, at 5:29 PM, Brigid Macias < [REDACTED] > wrote:

No don't recall because they can take up to 10 business days for a response.

Just give it a little more time, we have all the amended instructions so it should be fine.

I will keep you posted if I hear anything.

Kind regards,  
Brigid Macias

---

Brigid Macias  
Assistant Vice President

Deutsche Bank Trust Company Americas  
Deutsche Bank Wealth Management  
345 Park Avenue

24th Floor  
New York, NY 10154

[REDACTED]

[REDACTED]

[REDACTED]

Securities offered through Deutsche Bank Securities Inc.

From: Bella Klein [mailto: [REDACTED]]  
Sent: Wednesday, February 06, 2019 5:28 PM  
To: Brigid Macias < [REDACTED] >  
Subject: Re: On a call, sorry! Email me since I dont know how long I will be :(

Ok, if we don't hear from them by tomorrow should we recall it and I will redo?

Thank you,

Bella

On Feb 6, 2019, at 5:18 PM, Brigid Macias < [REDACTED] > wrote:

Hi,

The amendment goes out to the bank on the other side and we are at the mercy of them for a response.

Kind regards,  
Brigid Macias

---

<image001.png>

Brigid Macias  
Assistant Vice President

Deutsche Bank Trust Company Americas  
Deutsche Bank Wealth Management  
345 Park Avenue

24th Floor  
New York, NY 10154

Securities offered through Deutsche Bank Securities Inc.

From: Bella Klein [mailto: ]  
Sent: Wednesday, February 06, 2019 5:05 PM  
To: Brigid Macias < >  
Subject: Re: On a call, sorry! Email me since I dont know how long I will be :(

Brigid,

Still no reply from the team

Thank you,  
Bella

[REDACTED]  
[REDACTED]

On Feb 6, 2019, at 1:33 PM, Brigid Macias <[REDACTED]> wrote:

Don't do anything yet, I don't want it to be duplicated.

Kind regards,  
Brigid Macias

---

<image002.png>

Brigid Macias  
Assistant Vice President

Deutsche Bank Trust Company Americas  
Deutsche Bank Wealth Management  
345 Park Avenue

24th Floor  
New York, NY 10154

[REDACTED]  
[REDACTED]  
[REDACTED]

Securities offered through Deutsche Bank Securities Inc.

From: Bella Klein [mailto: [REDACTED]]  
Sent: Wednesday, February 06, 2019 1:32 PM  
To: Brigid Macias < [REDACTED] >  
Subject: Re: On a call, sorry! Email me since I dont know how long I will be :(

no problem, just wanted to ask if it would be easier to redo the wire?

Thank you,  
Bella

[REDACTED]  
[REDACTED]

On Feb 6, 2019, at 1:30 PM, Brigid Macias < [REDACTED] > wrote:

Kind regards,  
Brigid Macias

---

<image002.png>

Brigid Macias  
Assistant Vice President

Deutsche Bank Trust Company Americas  
Deutsche Bank Wealth Management  
345 Park Avenue

24th Floor  
New York, NY 10154



Securities offered through Deutsche Bank Securities Inc.

---

This communication may contain confidential and/or privileged information. If you are not the intended recipient (or have received this communication in error) please notify the sender immediately and destroy this communication. Any unauthorized copying, disclosure or distribution of the material in this communication is strictly forbidden.

Please refer to <https://db.com/disclosures> for additional EU corporate and regulatory disclosures.

Deutsche Bank does not render legal or tax advice, and the information contained in this communication should not be regarded as such.

---

This communication may contain confidential and/or privileged information. If you are not the intended recipient (or have received this communication in error) please notify the sender immediately and destroy this communication. Any unauthorized copying, disclosure or distribution of the material in this communication is strictly forbidden.

Please refer to <https://db.com/disclosures> for additional EU corporate and regulatory disclosures.

Deutsche Bank does not render legal or tax advice, and the information contained in this communication should not be regarded as such.

---

This communication may contain confidential and/or privileged information. If you are not the intended recipient (or have received this communication in error) please notify the sender immediately and destroy this communication. Any unauthorized copying, disclosure or distribution of the material in this communication is strictly forbidden.

Please refer to <https://db.com/disclosures> for additional EU corporate and regulatory disclosures.

Deutsche Bank does not render legal or tax advice, and the information contained in this communication should not be regarded as such.

---

This communication may contain confidential and/or privileged information. If you are not the intended recipient (or have received this communication in error) please notify the sender immediately and destroy this communication. Any unauthorized copying, disclosure or distribution of the material in this communication is strictly forbidden.

Please refer to <https://db.com/disclosures> for additional EU corporate and regulatory disclosures.

Deutsche Bank does not render legal or tax advice, and the information contained in this communication should not be regarded as such.

---

This communication may contain confidential and/or privileged information. If you are not the intended recipient (or have received this communication in error) please notify the sender immediately and destroy this communication. Any unauthorized copying, disclosure or distribution of the material in this communication is strictly forbidden.

Please refer to <https://db.com/disclosures> for additional EU corporate and

regulatory disclosures.

Deutsche Bank does not render legal or tax advice, and the information contained in this communication should not be regarded as such.

---

This communication may contain confidential and/or privileged information. If you are not the intended recipient (or have received this communication in error) please notify the sender immediately and destroy this communication. Any unauthorized copying, disclosure or distribution of the material in this communication is strictly forbidden.

Please refer to <https://db.com/disclosures> for additional EU corporate and regulatory disclosures.

Deutsche Bank does not render legal or tax advice, and the information contained in this communication should not be regarded as such.