
From: Daphne Cales [REDACTED]
Sent: 10/2/2015 9:13:58 AM
To: Jj Litchford [REDACTED]
CC: Catherine Logreco [REDACTED]; Halina Laczny [REDACTED]; Paul Morris [REDACTED]; Charlie Burrows [REDACTED]
Subject: RE: Account closing notifications - urgent [I]

Classification: **For internal use only**

Please call me to discuss.

Kind regards,
Daphne Cales



Daphne Cales
Vice President | Service Team & Branch Supervisor

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Passion to Perform

From: Jj Litchford
Sent: Friday, October 02, 2015 9:12 AM
To: Daphne Cales
Cc: Catherine Logreco; Halina Laczny; Paul Morris
Subject: Re: Account closing notifications - urgent [I]

Thanks Daphne.

Is there anyway to change that for a given client? For context this client (Southern Financial) has around \$200MM at the bank spread over 20+ entities each with multiple accounts. This is a really contentious point for them.

Appreciate he help.

On Oct 2, 2015, at 9:08 AM, Daphne Cales <[REDACTED]> wrote:

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Good morning.

Accounts with \$0 balances for 90 days are closed automatically on the system. No notification required – if you look at page 43 of the terms and conditions it says we can close an account without notification. It is the account executive/banker/RO's responsibility to make sure accounts are funded and remain active.