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Sent: 11/17/2015 6:04:45 PM
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Subject: Oct. 2015 Returned Mail for Dom. Banking, Money Market, Mutual Funds, Escrow and DBAG CD Accounts [I]
Attachments: Oct. 2015 Return Mail Report for Dom. Banking, Money Market, Mutual Funds, Escrow and DBAG CD Accounts.xlsx

Classification: **For internal use only**

The attached file contains returned items for your accounts.

A response is required for each item on the Return Mail Report. Please respond by DB Force Case Only by choosing one of the following responses:

- 1 Re-mail to the same address
- 2 Re-mail to new address (provide address) – address must already be updated on the system
- 3 Destroy return due to recipient no longer required to receive item – system already updated with recipient no longer scheduled to receive the returned item
- 4 Destroy item as account is closed - (be sure recipient received final statement)
- 5 Destroy the check - Stop payment must have been placed on the check and the funds re-deposited
- 6 Client contact could not be made at this time – I will follow up within 30 days
- 7 Client contact was made and pending client letter of address change – I will create a case to re-mail the returned items after address has been updated on the system.

Change of Address Cases are not sent to Doc Management, so we don't know when an address is updated. The only way to remove the return from this report is to create a DB Force Case with Case Subject = Returned Mail with instructions on what to do with the mail. Destroys will only be done with a reason why to destroy and with a system update.

Kind regards,
Catherine LoGreco