

[REDACTED]
[REDACTED]
[REDACTED]
To: "legalrequirements@firstbankpr.com" <legalrequirements@firstbankpr.com>

Subject: Firstbank Customer Care ID 133334 - Federal Grand Jury Subpoena

Date: Mon, 02 Mar 2020 20:43:21 +0000

Importance: High

Attachments: 2019-12-31,_subpoena_to_FirstBank_Puerto_Rico.pdf

Inline-Images: image001.jpg; image002.png; image003.jpg; image004.gif

Good afternoon,

Please see the below communications, along with the attached federal grand jury subpoena. The subpoena was served and received on January 3, 2020. Could you please advise when we can expect the materials to be produced?

Thank you,

[REDACTED]
Special Agent
FBI New York
[REDACTED]

[REDACTED]
Sent: Friday, January 24, 2020 04:31

To: 'Customer Care' <customercare@1firstbank.com>

Cc: 'legaldivision@firstbankpr.com' <legaldivision@firstbankpr.com>; [REDACTED]
[REDACTED]

Subject: RE: Firstbank Customer Care ID 133334

Good evening,

The below-referenced criminal grand jury subpoena was served on January 3, 2020, with a return deadline of January 15, 2020, which was over a week ago. FirstBank therefore is delinquent in its response, and we have received no communication or contact from your legal department. Please advise whether FirstBank will produce its responsive materials, and if so when we can expect to receive them, or whether we should instead seek court enforcement of the subpoena.

Regards,

[REDACTED]
Assistant U.S. Attorney
Southern District of New York
[REDACTED]

[REDACTED]
Sent: Friday, January 03, 2020 22:09

To: Customer Care <customercare@1firstbank.com>

Subject: RE: Firstbank Customer Care ID 133334

EFTA00153780

Perfect – thank you very much again for your assistance.

best,

From: Customer Care <customer care@1firstbank.com>

Sent: Friday, January 03, 2020 22:08

Subject: RE: Firstbank Customer Care ID 133334



You are always first

Dear [REDACTED]:

The fax (6 pages) has been successfully received and will be forwarded to our legal department.

Should you require additional information please reply to this message or call our FirstLine Solutions Center at 787.725.2511 or 1.866.695.2511, Sunday to Saturday from 6 AM to 12 AM

Regards,

Customer Service

1 First Bank

Together we are one

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**Member
FDIC**

[REDACTED] <[REDACTED]>
Sent: Thursday, January 02, 2020 2:38 PM

EFTA00153781

To: EContact <econtact@1firstbank.com>
Subject: [EXTERNAL] RE: Firstbank Customer Care ID 133334

Good afternoon,

The below is incorrect. As stated below, the claim was in fact made by means of an explanatory letter, which was indeed attached to the email in PDF format. The letter did in fact include my full name, telephone information, and detailed and complete information of the request, which is a [criminal grand jury subpoena](#).

Please advise immediately precisely what issue you had in opening the PDF document, or, alternatively, please provide the name and direct contact phone number of an individual in your legal department. Or please call me at [REDACTED] or [REDACTED]. We have [already called](#) the number you provided and were told that there was no fax number, and no individual whose name or contact information that could be provided, and that we should email this address.

Please advise whether we can expect to be contacted, or whether we will instead be forced to seek an order to compel production from the court.

Regards,

[REDACTED]
Assistant U.S. Attorney
Southern District of New York
[REDACTED]

From: EContact <econtact@1firstbank.com>
Sent: Thursday, January 02, 2020 12:11
[REDACTED] >
Subject: Firstbank Customer Care ID 133334



You are always first

Dear [REDACTED]:

The claim requested by email has not been registered due to the following:

- You must make your claim by means of an explanatory letter, which must be received attached to the email in PDF format. The letter must include your full name, telephone number, detailed and complete information of your request and must be signed.
- We tried to open the document you sent us without success.

If you need additional information, you can contact FirstLine Solution Center at 787.725.2511 or 1.866.695.2511.

Cordially,



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[REDACTED] <[REDACTED]>

Sent: Tuesday, December 31, 2019 7:43 PM

To: Customer Care <customercare@1firstbank.com>

Subject: [EXTERNAL] RE: Firstbank Customer Care ID 133310

Good evening,

The criminal grand jury subpoena submission in fact met all of these requirements. It includes an explanatory cover letter attached to the email in PDF format, including my full name, contact information, and request, and is signed. It was transmitted securely because it contains personal identifying information, and our systems require encryption when sending such information. Please advise immediately if you require the subpoena to be faxed or mailed instead, as the deadline will remain the same as in the initial request. Please also confirm that you have received this email. I am reachable at any time at this email or by phone at [REDACTED]; if someone calls and is connected to voicemail, please leave a name and direct phone number to contact in return.

thank you,

[REDACTED]

[REDACTED]

Assistant U.S. Attorney
Southern District of New York

[REDACTED]



You are always first

Dear [REDACTED]:

The claim requested by email has not been registered due to the following:

- You must make your claim by means of an explanatory letter, which must be received attached to the email in PDF format. The letter must include your full name, telephone number, detailed and complete information of your request and must be signed.

If you need additional information, you can contact FirstLine Solution Center at 787.725.2511 or 1.866.695.2511.

Cordially,

Customer service



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From: Customer Care <customercare@1firstbank.com>

Sent: Tuesday, December 31, 2019 17:36

Subject: Firstbank Customer Care ID 133310



You are always first

Dear [REDACTED]:

The claim requested by email has not been registered due to the following:

- You must make your claim by means of an explanatory letter, which must be received attached to the email in PDF format. The letter must include your full name, telephone number, detailed and complete information of your request and must be signed.

EFTA00153784

If you need additional information, you can contact FirstLine Solution Center at 787.725.2511 or 1.866.695.2511.

Cordially,

Customer service

1 First Bank

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Member
FDIC

[REDACTED] <[REDACTED]>

Sent: Tuesday, December 31, 2019 5:13 PM

To: Customer Care <customercare@1firstbank.com>

Subject: [EXTERNAL] RE: legal process, subpoena (FirstBank Puerto Rico)



This is a secure message.

[Click here](#) by 2020-01-10 21:13 UTC to read your message.

After that, open the attachment.

[More Info](#)

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EFTA00153785

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