

Subject: RE: Fwd: DB cash  
From: Cynthia Rodriguez <[REDACTED]>  
Date: Fri, 05 Jan 2018 18:58:41 -0500  
To: Bella Klein <[REDACTED]>

Hi Bella,

I have escalated this issue to our operational management team. They are looking into this issue as the card does in fact have the correct \$12k withdrawal limit as previously confirmed. I will revert back first thing Monday with an update. Thank you.

Sent with BlackBerry Work  
(www.blackberry.com)

From: Bella Klein <[REDACTED]>  
Date: Friday, Jan 05, 2018, 12:21 PM  
To: Cynthia Rodriguez <[REDACTED]>  
Subject: Fwd: DB cash

Cynthia, We made multiple attempts to withdraw any amount in the range of \$1001 and \$2997. Did not work. Please advise.  
Thank you,  
Bella

[REDACTED]  
Tel: [REDACTED]

Begin forwarded message:

From: Bella Klein <[REDACTED]>  
Subject: DB cash  
Date: January 5, 2018 at 12:14:50 PM EST  
To: Richard Kahn <[REDACTED]>

Cynthia confirmed that we can withdraw 3k cash, the problem might be that the ATM machine automatically is charging \$3 transaction fee, that DB void when posted to the account, but total for withdrawal becomes \$3003 and transaction is declined. Next time please try to withdraw cash under \$2997, it should work.

Thank you,  
Bella

[REDACTED]  
Tel: [REDACTED]

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