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**From:** Thomas Klemm [REDACTED]  
**Sent:** 10/11/2018 9:04:47 AM  
**To:** Patrick Campion [REDACTED]; Felipe Godard [REDACTED]; Andrew Gallivan [REDACTED]; Michael S Jacoby [REDACTED]; Israel Velasquez [REDACTED]  
**CC:** Emily Craig [REDACTED]; Daphne Cales [REDACTED]  
**Subject:** KYC - accelerating client outreach  
**Attachments:** 20181009\_GCIS\_for\_Escalation\_for\_Emily\_ext\_withrevcbv.xlsx

All,

Per screenshot below, out of the remaining 422 cases we have now 71 cases with AFC (and are finding new ways to accelerate AFC throughput).

More than 200 cases are currently in client outreach and the list attached shows all files that are in "client outreach" for more than 14 days. Please screen the attached for your market area. We have also added the revenue and CBV information to better prioritize.

In parallel Daphne will now reach out to

- a) All NY bankers,
- b) Israel for West Coast (also re Lee's cases),
- c) Eva for LatAm

She will reiterate the message that no client response by end of month will trigger the exit letters and understand a) whether banker is comfortable to obtain the client information or b) client is pushing back (incl rationale) and discuss the respective exit procedures case by case to allow us to ringfence those clients in the HR overdue population.

Hope that transparency helps and if we keep accelerating this process, I'm comfortable that we will have good momentum. This week we expect another 20-30 cases to be handed over to AFC.

Thanks for your support / reiterating this message and please shout if you have any questions.

Thanks  
Thomas