

From: Oliver Esslinger [redacted]
Sent: 5/30/2019 11:36:52 AM
To: Ian Salters [redacted]; Funda Bozkurt [redacted]; Bill King [redacted]; Kimberly Hart [redacted]; Janice Franklin [redacted]; Maria Pedulla [redacted]
Subject: Managed Exit account handling
Attachments: Managed Exits.xlsx
Location: 880884540439, PIN 7303#
Start: 6/5/2019 1:00:00 PM
End: 6/5/2019 1:30:00 PM
Show Time As: Tentative
Recurrence: (none)

Term	Definition
PA Checks/Review	Review of client account activity to establish open obligations which prevent offboard
Managed Exit	A process state for client entities identified for offboarding but have open obligations which prevent process completion
Notification	The process of sending a client notification to terminate the contractual relationship at the end of a defined notice period
In Closure	The process of closing DB transactional system accounts representing the impacted client entity
Offboarded	A count of client entities which have completed all offboarding process stages, and are inactivated through to KYC Records - classified as 'Full' Offboard when evidenced, complete removal of client entity from all businesses & jurisdictions inclusive of all tech platforms. Applied to all DB adoption entities globally.

Below is how the CIB process works:

- The client is marked to be Off-Boarded but cannot be as there is an outstanding obligation (i.e. loan or position) with the client
- Client has been deemed to be KYC relevant by Business
- Managed Exit team searches in paid/public sources for the 4 below attributes
- Proof of Existence
- Legal Representatives
- Ownership/IBO
- Identity (ID)/Nationality & Source of Wealth (SOW) (Net Worth & source from where it is acquired)
- If not found, 2 notification letters are dispatched to the client seeking information
- Business is not involved in the sourcing of data
- Case is enriched
- KYC is collected on a best effort basis and if all 4 attributes cannot be sourced it is notated in the file
- Account will be quarantined until the obligation/position expires
- ACO signs off on the Managed Exit