

From: [Derek St-Hilaire](#)
To: [Sylvia Escobar](#); [Janice Franklin](#)
Subject: RE: EEA Client Notation in dbForce
Date: Tuesday, November 27, 2018 5:44:31 PM
Attachments: [image002.png](#)
[image003.png](#)

Hi Sylvia,

Yes, I have facilitated training for ABR. Moreover, we have added this to our broader training framework that all new joiners will go through (ABR and Case Managers). The KOP update is in flight with a rough ETA for end of December / start of January.

Best regards,
Derek

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From: Sylvia Escobar
Sent: Tuesday, November 27, 2018 5:38 PM
To: Derek St-Hilaire [REDACTED] Janice Franklin [REDACTED]
Subject: EEA Client Notation in dbForce

Dear All,
I hope you are doing well.
Could you please confirm that your teams are following the agreed steps to identify EEA clients in dbForce based on the Primary Decision Maker identified by the FO in the KYC?
Also, have your KOPs being updated?

Thanks for your support.

Regards,
Sylvia

