

- Confirm client documentation as well as Business Management approval email are attached to case
- Confirm provisional credit amount matches disputed amount on client documentation
- Confirm provisional credit amount matches Business Management approval email
- Confirm interest amount matches Business Management approval email
- Confirm provisional credit amount and interest equals USD amount to be credited to client account
- Approve case if all requirements are satisfied.

2) Check that amount is mentioned on dollar filed of the case, if not then TAG will reject the case asking banker to resubmit after mentioning the amount.

Overdraft Fee charge for OD Monitoring: For charging overdraft fee on banking account, TAG will not require BLM approval.

Check / deposit item returned : No client letter is required

Moving interest to Principal , Closing balance and over and short : No client letter is required

Error and claims process and reimbursement : E and C form is needed.

Over and Short : No client letter is required, ORM signed Error and Claim form is needed if amount is USD 50 and above.

HRM Rules applies- Original or fax with call back for banking client requesting bill payment Limit Increase.

Supporting Document - Requirements depend on the request type

Special Points:

- For Ach Wire : Financial Client Instructions created for ACH wire are followed with HRM Rules except if it is Standing Instructions. TAG will verify Ach routing number through web-link and all other details as normal wire.
- For overdrawn FEE reversal/charge/waive : TAG verifies that the Business Line Approval is attached, if it is missing case need to be rejected. (List of Business approvers is saved in I:\Private_Banking\Journal\A-M\DBOI TAG - CSO LIST) and this list is updated every month twice.
- Some examples of how this case is used are to rollover CD"s, reverse service charges or other fees, correct encoding errors on checks and mutual fund purchases via an outside check.
- TAG will Check accuracy of the Case with the attachment

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