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**From:** Oliver Esslinger [REDACTED]  
**Sent:** 5/24/2019 3:22:30 PM  
**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:** [REDACTED]  
**Start:** 5/30/2019 11:00:00 AM  
**End:** 5/30/2019 11:30:00 AM  
**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. |