
From: Jj Litchford [REDACTED]
Sent: 10/1/2015 7:27:06 PM
To: Janice Franklin [REDACTED]; Yoonsun Chung [REDACTED]
CC: Vaishali-P Mehta [REDACTED]; Armen Brash [REDACTED]
Subject: Mort, Inc. Update KYC [I]
Importance: High

Classification: **For internal use only**

Hi Janice and Yoonsun--

We have a client who has 20+ accounts spread across various entities. They have a closing tomorrow that needs to receive payment from Mort, Inc. a/c [REDACTED]. We found out this afternoon the account was auto-closed because it has had a zero balance since 2/26/2015. The client claims they were never informed of the closing and is absolutely livid.

In order to re-activate, I need a new KYC (01469735). I have almost everything, but still need research and an updated Certificate of Good Standing. The last is from October 2013. I thus far have not been able to find an online website for the US Virgin Islands where Mort, Inc. is incorporated that would provide a screenshot like we can do for Delaware for example.

Is this a situation where we might be able to get a one week exception so we can reactivate the account and get the deal done tomorrow (especially if all we are missing is a certificate of good standing)? This is extremely high priority for the banker, Paul Morris and the relationship is worth ~200MM+.

Thanks for your consideration, I have a Doctor's appointment in the morning but am on my cell (below) if you wish to discuss further.

Thanks,
JJ



JJ Litchford
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