

You **MUST** take one of the below two action steps:

I. Charge a \$30 overdraft fee.

- Create a Financial Client Instructions-Banking TEAS case under the account in -DBforce.
- Enter the following language in the Description field in the Special Instructions section, "Charge a \$30 overdraft fee."
- Select "Exempt" from the Instructions Via field in the Call Back Details section.

II. Request/Enter a Waiver.

- Create a Financial Client Instructions-Banking TEAS case under the account in DBforce.
 - Enter the following language in the Description field in the Special Instructions section, "Waive the \$30 overdraft fee."
 - Select "Exempt" from the Instructions Via field in the Call Back Details section.
- Attach Business Manager email approval to case

Kind regards,
Komal Shahani



Komal Shahani
Process Supervisor

DBOI Global Services Private Limited
COO Wealth Management Operations

Please send all the Banking related Queires to our new Group E-mail ID
gtopwmbankingexceptioncheckprocessing@list.db.com

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