

I'm looking into it thanks Armen

-----Original Message-----

From: Armen Brash

Sent: Thursday, March 17, 2016 11:19 AM Eastern Standard Time

To: Paul Morris; Jj Litchford

Subject: RE: ACTION REQUIRED: Accounts in Overdraft [I]

Classification: **For internal use only**

Paul

This account is still open...it hasn't been closed yet.

Is the transaction that overdrew the account a good transaction? If so, it should be covered from the new account, and then the account should be closed.

If the transaction that overdrew it was fraudulent, then the fraud procedures need to be followed so we can grant a provisional credit, then the account should be closed once the investigation is complete and the credit is made final (or assets recovered).

Best,
Armen

<image001.gif>

Armen Brash

Director

Deutsche Bank Wealth Management



<image002.gif>

From: Paul Morris

Sent: Thursday, March 17, 2016 11:11 AM

To: Armen Brash; Jj Litchford

Subject: RE: ACTION REQUIRED: Accounts in Overdraft [I]

Armen, I believe this account was closed recently because of fraud and client was supposed get credit etc. not sure what to do at this point?