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**From:** Navin-Kumar Pankaj  
**Sent:** Thursday, October 01, 2015 5:22 PM  
**To:** Jj Litchford  
**Cc:** Gwen Hill; [REDACTED]; Prashant Mahendru  
**Subject:** RE: Account Re-opening [I]

Hi Jj,

Since customer "Mort, Inc." is a prospect hence, we require KYC# within one year to approve this re-open request.

KYC [REDACTED] is more than one year old.

Kind regards,  
Navin Kumar Pankaj

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**Please send all the PWM AOG- COB mail related Queires to our new Group E-mail ID**

[REDACTED]



Navin Kumar Pankaj  
Analyst PWM US Operations

DBOI Global Services Private Limited  
Global Business Services

[REDACTED]

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**From:** Jj Litchford  
**Sent:** Friday, October 02, 2015 2:18 AM  
**To:** [REDACTED]  
**Subject:** Account Re-opening [I]

Classification: **For internal use only**

Hi--

Please re-open account [REDACTED] (Mort, Inc.). The client is looking to transfer money into the account (per the attached instruction). It was closed on 5/26/2015 and still appears on FIS Metavante. The client did not send a letter to close, and the account was recently opened on 2/6/2015. The KYC is still valid.

Thanks,  
JJ