

Classification: **For internal use only**

Hi Halina--

One of our clients tried to transfer money today to an account which was auto closed due to inactivity (Mort, Inc. a/c [REDACTED]). They are furious because they say they did not receive notification of the closing. Do you know who is in charge of that and if we keep records for mail that was sent? If you don't know, can you help point me in the right direction? This is very time sensitive because the client is so upset.

Much appreciated.

JJ



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