

Classification: For internal use only

Hi Raunak- Sorry to bother you but the client just reached out again. The recipient of the wire has yet to receive the funds and it has been over a week. Anything you could do would be greatly appreciated. Thank you.

Kind regards,
Aracely Sanchez

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Aracely Sanchez
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From: Raunak Tanwar/[REDACTED]
To: Aracely Sanchez/[REDACTED], Arpit Pathak/[REDACTED],
Cc: GTO-PWM-Banking Exception-Check-Processing/[REDACTED]
Date: 12/23/2013 09:53 AM
Subject: Re: Fw: Cinq Case Number 131213 604222 case 01163801 [I]

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Good morning Aracely,

We are chasing The Bank of New York Mellon but no response as of now.

@ Arpit,

Can you please expedite the request in ref to case #131213 604222 and escalate if required as the case is opened since 13-12-2013. The client needs to let the recipient of the wire know when she will receive the funds. Thank you.

Regards,

Raunak Tanwar

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