



DBOI Global Services Private Limited
 COO Wealth Management Operations
 Global Business Services
 A-1 & A-2, Evolve - Mahindra Technology Park, Inside Mahindra World City - SEZ, 302029 Jaipur, India
 Tel. 44207-3382685
 Mobile [REDACTED]
 Email : [REDACTED]

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

From: Krishna Narayanan On Behalf Of PWMITUS ProductionSupport

Sent: Friday, April 26, 2019 11:10 AM

To: Rishabh Sharma <[REDACTED]>

Cc: Robert Dicerbo <[REDACTED]>; [REDACTED]

<[REDACTED]>; PWMITUS ProductionSupport

<[REDACTED]>; Vinod Kv <[REDACTED]>; Abhishek-HCL Chawla <[REDACTED]>

<[REDACTED]>

Subject: RE: ****URGENT**** BIB Wires Did Not Flow in DB-Force [I]

Classification: **For internal use only**

Hi Rishabh,

Yes. There is an ongoing issue with DBForce PWM where users are not able to login. Currently salesforce is actively working on to fix this. We will have a look into below cases once DBForce PWM is up and working fine.

Regards,
 PWMITUS Production Support
 Email : PWMITUS.ProductionSupport@db.com
 Hotline: +1-201-593-1100 x Option 2

~~~~~  
 DB ServiceNow URL : <https://dbunity.gto.global.intranet.db.com/navpage.do>  
 Assignment Group: PWM IT US L2

~~~~~  
 Escalation Contacts:

~~~~~  
 First Level :  
 [REDACTED] (Onsite) - Contact : +1 443 278 3984  
 [REDACTED] (Offshore) - Contact : +91-96003 63505

Second Level :  
 [REDACTED]

\*\*\*\*\*  
 This email is sent to you by HCL on behalf of Deutsche Bank.  
 Diese email wurde Ihnen von HCL im Auftrag der Deutschen Bank gesendet  
 \*\*\*\*\*

**From:** Rishabh Sharma

**Sent:** Friday, April 26, 2019 11:06 AM

**To:** PWMITUS ProductionSupport <[REDACTED]>; Vinod Kv <[REDACTED]>; Abhishek-HCL Chawla <[REDACTED]>