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**From:** Hemant-Kumar Rathore [redacted]  
**Sent:** 3/12/2018 4:24:06 PM  
**To:** Robert Dicerbo [redacted]; [redacted]  
**CC:** Cynthia Rodriguez [redacted]  
**Subject:** RE: Outgoing Wire Status Change Online ID 1030850 [I]

Classification: **For internal use only**

Hi Rob,

I have check the below payment in BST. Actually this one wire has been processed on dtd 02/14/2018 successfully ,however team was missed the FED ref . updated only for this one wire.

On dtd 03/09 we have updated the FED ref only for the wire which has already sent dtd 02/14/2018. so due to this client got the notification for same.

Apologies for same.

Thanks,

With regards,  
Hemant-Kumar Rathore



Hemant-Kumar Rathore

DBOI Global Services Private Limited  
COO Wealth Management Operations  
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Tel. [redacted]  
Mob [redacted]  
Email [redacted]

Please send all the Banking related Queries to our new Group E-mail ID  
[redacted]

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**From:** Robert Dicerbo [mailto:[redacted]]  
**Sent:** Monday, March 12, 2018 3:58 PM  
**To:** [redacted] <[redacted]>  
**Cc:** Cynthia Rodriguez <[redacted]>  
**Subject:** FW: Outgoing Wire Status Change Online ID 1030850 [I]

Classification: **For internal use only**

Banking Team,

Can you please review the FX payment below to see if the status was recently changed on 3/9/2018? Client received an e-mail on 3/9/2018 that a payment from 2/14/2018 was recently confirmed.