
From: Derek Johnson [REDACTED]
Sent: 5/16/2016 12:33:56 PM
To: Armen Brash [REDACTED]; Paul Morris [REDACTED]; Stewart Oldfield [REDACTED]
CC: Margie Edwards [REDACTED]; Michelle Yoo [REDACTED]; Judy Ekwughalu [REDACTED]
Subject: RE: Reg E Review - Error Resolution Process - Client notification letter for provisional credit & Final determination letter [I]

Classification: **For internal use only**

Hi Armen – Thank you for your follow-up email and will gladly accept a copy of the provisional credit letter and final determination letter when available.



Derek Johnson
Compliance Officer | Compliance Testing

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From: Armen Brash
Sent: Monday, May 16, 2016 12:16 PM
To: Derek Johnson; Paul Morris; Stewart Oldfield
Cc: Margie Edwards; Michelle Yoo; Judy Ekwughalu
Subject: RE: Reg E Review - Error Resolution Process - Client notification letter for provisional credit & Final determination letter [I]

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Derek,

JJ left DB in April. Strange that his emails aren't bouncing—I will need to look into that with HR.

Attached is the written statement of authorization.

I have copied Paul and Stew, the relationship managers, to see if they have a copy of the provisional credit letter.

Its possible that the final letter hasn't been sent yet, given the staff turnound on the team if not, we should get that sent out today.

As an FYI, we closed that account and opened a new one.