

Classification: **Confidential**

Thank you.

A couple quick comments and questions we should prep for.

Slide 2: Wayne – you (or we) will get asked about the 1 in AFCs queue from Feb. Not sure which one this is, but if there is any chance of reviewing it (and approving it!) before the call Monday it would be great to say Jan and Feb are 100% done. **AB: Last Submitted on April 2<sup>nd</sup>. There is a note in the case stating : Waiting on more information from the Global Team. KYC Case # 1904641 - CAPUTO, JORGE ANTONIO RELATIONSHIP**

- If we are only 10% approved in June and we're nearly half way through the month (by June 11<sup>th</sup>), when do we think we'll be done with Q2? **AB: Daphne can you speak with Nick and Vinita on this and revert back**

Slide 3:

- None of these should be reporting as overdue, since they are not due yet. **AB: Correct. Updated**  
- There is a spike in August of 148 cases. We will need to explain this. Is this because a lot of customers are associated with one relationship, for example? How do we get ahead of this, e.g. if there are only 46 left to complete in July, do we think we could accelerate some of the August cases forward? **AB: Customers within 45 different relationships are due. 5 of those relationships represent approx. 50% of the customers due. See list of relationships below. The case manager teams will start to work on these ASAP as they get through the July volumes (some have already been started). I will liase with Daphne / allocation of Case managers to bankers will be adjusted as needed to get through the volumes**

SOUTHERN FINANCIAL RELATIONSHIP	20
PRINCIPALS OF AQUILINE RELATIONSHIP	17
GOLDENTREE RELATIONSHIP	15
SILLERMAN, ROBERT FX RELATIONSHIP	14
BENENSON, EDWARD H RELATIONSHIP	10

Slide 4:

- HR Status – numbers don't make sense, please review. If there were 258 due and 247 approved how are 59 overdue? **AB: Inadvertently had an incorrect figure for approvals: Total due is 258. Approved is 199 and 59 overdue. Updated Slide**

- The second main bullet seems to be missing something. Does this mean 23 are pending documentation or research? - *For the 30 in rejected status, 23 are pending client documentation, research 7 are pending with the RM/ Case Manager / Banker.* **AB: Client documentation or Research – updated to add or**  
*Given the current ABR resource gap a decrease in the moderate and low risk backlog for this segment is expected to be realised beginning 2H 2018 –Can we really say this? I don't believe it...***AB: I used this specific messaging as it aligns to messaging Oliver sent Jan Wagener (email dated June 4<sup>th</sup>) " ABR team covering corresponding reviews and approval in staffing mode (5 out of 9 FTE in place) with hiring respectively training expected to be completed in June / July, hence decrease of backlog for this segment expected to be realised beginning 2H 2018**

I would make everything from slide 5 on an Appendix and not clear if we should keep slide 6 or 8. **AB: Removed Slide 6 and 8 and moved slide 5 and 6 to appendix**

I do think you could put most of slide 4 into an exec summary, but we need to note: **AB: Moved slide 4 to Executive Summary slides with a few updates**

- The status update and changes since last week