

DBOI Global Services Private Limited

COO Wealth Management Operations
Global Business Services
A-1 & A-2, Ektus, Mahindra Technology Park, Inside Mahindra World City - SEZ, 302029 Jaipur, India
Tel: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

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

[REDACTED]

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]; PWMITUS ProductionSupport [REDACTED]; Vinod Kv [REDACTED]; Abhishek-HCL Chawla [REDACTED]
Subject: RE: ****URGENT**** BIB Wires Did Not Flow in DB-Force [1]

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 : [REDACTED]
Hotline [REDACTED]

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 : [REDACTED]

[REDACTED] (Offshore) - Contact : [REDACTED]

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]
Cc: Robert Dicerbo [REDACTED]
Subject: ****URGENT**** BIB Wires Did Not Flow in DB-Force [1]

Classification: For internal use only

Hi Team,

Could you urgently take a look at below screenshot for BIB USD payments. It looks BIB has not flow in DB force.