

On Feb 12, 2019, at 10:51 AM, Brigid Macias [REDACTED] wrote:

Good Morning,

As per our conversation, foreign wires can take up to 10 business days to be received on the other side. Its not always the case it takes this long, but we have to manage expectations. Its highly unlikely the wire will be received in a day or two to an overseas account.

The wire was initiated on Thursday, 1/31/19. We followed up with you on the following Wednesday, 2/6 as the wire was being held up due to bank being unable to apply the funds accordingly. An amendment was sent the same day and a request was sent to our operations team to provide confirmation on receipt of funds.

You have mentioned a recall, which I initially advised you not to because that request could take 10 or more business days for the funds to be returned. There is a chance the client will have already received the funds while the recall is being processed, causing a debit in the beneficiaries account.

You have mentioned sending a new wire, which I initially advised you not to because that request could again take up to 10 business days. There is a chance the beneficiary will receive the first wire while you send the second wire. You will have to go back to your beneficiary and ask for those funds back, which again takes time.

When we send tracers out or amendments for wires out to a foreign bank, we are truly at the mercy of waiting for a response from the other side. No matter how many messages we send out to the other bank, we have to wait for a response.

I understand your frustration and I apologize this has taken so much of your time and effort to get this finalized, but I can assure you we are doing everything we can to make sure the payment is received.

I just received notification Alfa Bank cannot apply the funds as the beneficiary account name is incorrect. They cannot match the account number with the account name provided.

I am happy to reach out to your beneficiary if you would be so kind as to provide their contact information. I can of course CC you on any communication I send.

Kind regards,
Brigid Macias



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