

Subject: RE: Account [REDACTED] Overdraft for 8 days- ACTION REQUIRED [I]
From: Melinda Roy <[REDACTED]>
Date: Mon, 21 Mar 2016 11:22:50 -0400
To: Kathryn J Stanfield <[REDACTED]>,
Komal Shahani <[REDACTED]>,
Jj Litchford <[REDACTED]>
Cc: [REDACTED],
Stewart Oldfield <[REDACTED]>

Classification: For internal use only

Kathryn,

JJ Litchford was working on transferring the funds to a new account and closing the below account. I will let him reply when he gets in because he would know the best.

In the mean time, I submitted a case to waive the OD fee (case number 01563424).

Thanks,

Melinda Roy

From: Kathryn J Stanfield
Sent: Monday, March 21, 2016 11:13 AM
To: Melinda Roy; Komal Shahani; Jj Litchford
Cc: [REDACTED]; Stewart Oldfield
Subject: RE: Account [REDACTED] Overdraft for 8 days- ACTION REQUIRED [I]

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Melissa

I was reviewing the clients account was the preauthorized debit of \$403.96 of 3/18/16 authorized or should it have been return . The account cannot be closed until the balance is 0 .

Please feel free to call me if you need to discuss what to do

{cid:image003.png@01D18362.95671710}

Kathryn J Stanfield

DB Services New Jersey Inc

Deutsche Asset & Wealth Management

100 Plaza One

Jersey City NJ 07311

Phone [REDACTED]

Email [REDACTED]

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{cid:image001.png@01D04AD3.E9C1EE20}

From: Melinda Roy
Sent: Monday, March 21, 2016 10:31 AM
To: Komal Shahani; Jj Litchford
Cc: [REDACTED]; Kathryn J
Stanfield; Stewart Oldfield
Subject: RE: Account [REDACTED] Overdraft for 8 days- ACTION REQUIRED [I]

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Komal,

This account has fraudulent transactions and was supposed to be closed last week. I am looking into why it was not closed.

From: Komal Shahani
Sent: Monday, March 21, 2016 10:29 AM
To: Jj Litchford; Melinda Roy
Cc: [REDACTED]; Kathryn J Stanfield
Subject: Account [REDACTED] Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Hi,

{cid:image001.jpg@01D1835C.BA9C4B50}

Earlier today we received an overdraft referral form from Operations. Please be aware that this account has been in an overdraft status from more than five business days and, therefore, should be charged a fee.

You MUST take one of the below two action steps:

I. Charge a \$30 overdraft fee.

-Create a Financial Client Instructions-Banking TEAS case under the account in -DBforce.

-Enter the following language in the Description field in the Special Instructions section, "Charge a \$30 overdraft fee."

-Select "Exempt" from the Instructions Via field in the Call Back Details section.

II. Request/Enter a Waiver.

-Create a Financial Client Instructions-Banking TEAS case under the account in DBforce.

-Enter the following language in the Description field in the Special Instructions section, "Waive the \$30 overdraft fee."

-Select "Exempt" from the Instructions Via field in the Call Back Details section.

Attach Business Manager email approval to case

Kind regards,
Komal Shahani

{cid:image002.png@01D1835C.BA9C4B50}

Komal Shahani
Process Supervisor

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COO Wealth Management Operations

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

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