

Subject: FW: Reg E Review - Error Resolution Process - Client notification letter for provisional credit & Final determination letter [I]
From: Stewart Oldfield <[REDACTED]>
Date: Mon, 16 May 2016 12:56:50 -0400
To: Paul Morris <[REDACTED]>

Classification: For internal use only

I never saw this, and it's not in the shared folder

From: Armen Brash
Sent: Monday, May 16, 2016 12:52 PM
To: Stewart Oldfield; Paul Morris
Subject: FW: Reg E Review - Error Resolution Process - Client notification letter for provisional credit & Final determination letter [I]
Importance: High

Classification: For internal use only

Gentlemen,

Can you please prepare and send a letter notifying Mr. Epstein that the provisional credit has been made final.

Letter Template: http://americas.awm.intranet.db.com/en/files/13-AWM-0392_resol_on_claim_client_reimbursement_052413.pdf

Also, can you please see if you can find the Provisional Credit letter that we would've sent to Mr. Epstein on or around 3/8;

TEAS CASE 01552343 plus my attached correspondence with JJ indicates that it was sent around then.

Best,
Armen

{cid:image002.gif@01D1AF6D.80444970}

Armen Brash

Director

Deutsche Bank Wealth Management

345 Park Avenue, 10154-0004 New York, NY, USA

Tel. [REDACTED] Fax [REDACTED]

Mobile [REDACTED]

Email armen.brash@db.com

{cid:image003.gif@01D1AF6D.80444970}

From: Derek Johnson

Sent: Monday, May 16, 2016 12:34 PM

To: Armen Brash; 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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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.

{cid:image003.png@01CF7FD6.9B34A040}

Derek Johnson

Compliance Officer | Compliance Testing

Deutsche Bank Securities Inc.

5022 Gate Parkway, 32256 Jacksonville, Florida, USA

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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.

Best,
Armen

{cid:image002.gif@01D1AF6C.B73C82E0}

Armen Brash

Director

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{cid:image003.gif@01D1AF6C.B73C82E0}

From: Derek Johnson

Sent: Monday, May 16, 2016 11:43 AM

To: Jj Litchford

Cc: Margie Edwards; Michelle Yoo; Judy Ekwughalu; Armen Brash

Subject: Reg E Review - Error Resolution Process - Client notification letter for provisional credit & Final determination letter [I]

Classification: For internal use only

EFTA01402728

This is a follow-up to an email dated May 11, 2016.

Hello JJ,

An EFT error was processed for the following account:

Jeffrey Epstein #35266976 provisional credit in the amount of \$334.33 on 3/8/2016.

Can you please provide a copy of the cardholders signed statement of disputed items, provisional credit letter and final notification letter that was sent to the client. I did look on dbForce and was unable to locate. I have attached a copy of the email showing approval of provisional credit dated 3/8/2016. If you have any questions concerning my request, please let me know.

{cid:image003.png@01CF7FD6.9B34A040}

Derek Johnson
Compliance Officer | Compliance Testing

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