

Subject: RE: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]
From: Melinda Roy <melinda.roy@db.com>
Date: Mon, 21 Mar 2016 10:30:49 -0400
To: Komal Shahani <komal.shahani@db.com>,
Jj Litchford <jj.litchford@db.com>
Cc: gtopwmbankingexceptioncheckprocessing@list.db.com,
Kathryn J Stanfield <kathryn.j.stanfield@db.com>,
Stewart Oldfield <[REDACTED]>

Classification: For internal use only

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: 'gtopwmbankingexceptioncheckprocessing@list.db.com'; Kathryn J Stanfield
Subject: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

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