

Subject: RE: Account [REDACTED] Overdraft for 8 days- ACTION REQUIRED [I]
From: Melinda Roy <[REDACTED]>
Date: Mon, 21 Mar 2016 16:11:06 -0400
To: Komal Shahani <[REDACTED]>
Cc: [REDACTED],
Stewart Oldfield <[REDACTED]>,
Kathryn J Stanfield <[REDACTED]>,
Jj Litchford <[REDACTED]>

Classification: For internal use only

When was this in effect? Because there was a debit out of the account on 3/18

From: Komal Shahani
Sent: Monday, March 21, 2016 4:11 PM
To: Melinda Roy
Cc: [REDACTED]; Stewart Oldfield;
Kathryn J Stanfield; Jj Litchford
Subject: RE: Account [REDACTED] Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Hi,

Account already has a "Y" status.

Kind regards,
Komal Shahani

{cid:image006.png@01D1838C.2D96E960}

Komal Shahani
Process Supervisor

DBOI Global Services Private Limited
COO Wealth Management Operations
A-1 & A-2, Evolve - Mahindra Technology Park,
Inside Mahindra World City - SEZ, 302029 Jaipur, India

Tel. [REDACTED]
Mobile + [REDACTED]
Email [REDACTED]

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

From: Melinda Roy
Sent: Monday, March 21, 2016 4:09 PM
To: Kathryn J Stanfield; Komal Shahani; Jj Litchford
Cc: [REDACTED]; Stewart Oldfield
Subject: RE: Account [REDACTED] Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Kathryn,

I just added a case comment to correct the instructions (case number 01563767). Can you please ensure that all transactions are ceased into and out of this account since it now past the 4pm deadline?

From: Kathryn J Stanfield
Sent: Monday, March 21, 2016 4:06 PM
To: Melinda Roy; Komal Shahani; Jj Litchford
Cc: [REDACTED]; Stewart Oldfield
Subject: RE: Account [REDACTED] Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Melinda

It's a Y status not a T sorry for the confusion

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 3:50 PM

To: Komal Shahani; Jj Litchford

Cc: [REDACTED]; Kathryn J

Stanfield; Stewart Oldfield

Subject: RE: Account [REDACTED] Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Is there a way to prevent any activity in the account until the preauthorized debit has been reversed so that the account can be closed?

From: Komal Shahani
Sent: Monday, March 21, 2016 10:35 AM
To: Melinda Roy; Jj Litchford
Cc: [REDACTED]; Kathryn J Stanfield; Stewart Oldfield
Subject: RE: Account [REDACTED] Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Hi,

Since, the account has overdrawn and it's in OD for 8 days, so we would require a financial teas either to wave or to charge fees with approval of business line manager.

Kind regards,
Komal Shahani

{cid:image003.png@01D1835D.58546C60}

Komal Shahani
Process Supervisor

DBOI Global Services Private Limited
COO Wealth Management Operations
A-1 & A-2, Evolve - Mahindra Technology Park,
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Tel. [REDACTED]
Mobile + [REDACTED]
Email [REDACTED]

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[REDACTED]

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]

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: [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

DBOI Global Services Private Limited
COO Wealth Management Operations
A-1 & A-2, Evolve - Mahindra Technology Park,
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Mobile + [REDACTED]
Email [REDACTED]

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