

Subject: RE: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]
From: Paul Morris <[REDACTED]>
Date: Mon, 21 Mar 2016 10:37:20 -0400
To: Stewart Oldfield <[REDACTED]>
Cc: Melinda Roy <melinda.roy@db.com>,
Jj Litchford <jj.litchford@db.com>

Thanks keep me posted, Melinda I spoke with Bella last week if need reach out to her. Best

-----Original Message-----

From: Stewart Oldfield
Sent: Monday, March 21, 2016 10:31 AM Eastern Standard Time
To: Paul Morris
Subject: FW: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

> Classification: For internal use only

From: Melinda Roy
Sent: Monday, March 21, 2016 10:31 AM
To: Komal Shahani; Jj Litchford
Cc: 'gtopwmbankingexceptioncheckprocessing@list.db.com'; Kathryn J Stanfield; Stewart Oldfield
Subject: RE: Account 35266976 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: 'gtopwmbankingexceptioncheckprocessing@list.db.com'; Kathryn J Stanfield

Subject: Account 35266976 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

EFTA01402785

Kind regards,
Komal Shahani

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

Komal Shahani
Process Supervisor

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Email komal.shahani@db.com

Please send all the Banking related Queires to our new Group E-mail ID
gtopwmbankingexceptioncheckprocessing@list.db.com