

Subject: RE: \*\*URGENT\*\* BIB Wires Did Not Flow in DB-Force

INC0012352428 AC;

[I]

From: Rishabh Shah <>

Date: Fri, 26 Apr 2019 17:12:59 -0400

To: Stewart Oldfield <> ,

Bradley Gillin <> ,

Monica Gilkinson <> ,

Rachel Wachs <> ,

Daphne Cales <>

Cc: <>

Classification: For internal use only

++ Daphne Cales

From: Rishabh Shah

Sent: 26 April 2019 17:12

To: Stewart Oldfield <>; Bradley Gillin

<>; Monica Gilkinson <>; Rachel

Wachs <>

Cc: <>

<>

Subject: RE: \*\*URGENT\*\* BIB Wires Did Not Flow in DB-Force INC0012352428 AC;

<> , <>

[I]

Classification: For internal use only

Hi Team ,

Be advised that we're rejecting the unprocessed BIB's (Stuck due to IT issue) from BST as the Cash Disbursement USD Wires (Submitted as their replacements) went through successfully.

Please notify the clients accordingly.

Regards,

{[https://brandportal.intranet.db.com/img/modules/-DAWM\\_logo\\_metallic\\_46x46.gif](https://brandportal.intranet.db.com/img/modules/-DAWM_logo_metallic_46x46.gif)}

RISHABH SHAH

Wealth Management

(PWM US OPS - BANKING)

DBOI Global Services Pvt Ltd.

Deutsche Bank Group

A-1 & A-2, Evolve - Mahindra Technology Park,

Inside Mahindra World City - SEZ, 302029 Jaipur, India

From: Ankit-Kumar Sharma [REDACTED]

Sent: 26 April 2019 13:01

To: Stewart Oldfield <[REDACTED]>; Bradley Gillin

<[REDACTED]>; Monica Gilkinson <[REDACTED]>; Rachel Wachs <[REDACTED]>

Cc: [REDACTED],

<[REDACTED]>

Subject: RE: **\*\*URGENT\*\*** BIB Wires Did Not Flow in DB-Force [I] INC0012352428  
AC; [REDACTED], [REDACTED]  
[REDACTED]

PFA

EFTA01403322

{https://brandportal.intranet.db.com/img/modules/logo.gif}

Ankit Kumar Sharma

Analyst I PWM-US Ops – Banking

C00 - Wealth Management Operations

DBOI Global Services Private Limited

A-1 Tower , Evolve - Mahindra Technology Park, Inside Mahindra World City -  
SEZ, 302029 Jaipur, India

Tel: [REDACTED]

Mobile + [REDACTED]

Email [REDACTED]

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

From: Ankit-Kumar Sharma [REDACTED]

Sent: Friday, April 26, 2019 12:59 PM

To: Stewart Oldfield <[REDACTED]>; Bradley Gillin

<[REDACTED]>; Monica Gilkinson <[REDACTED]>; Rachel

Wachs <[REDACTED]>

Cc: TAG DBOI <[REDACTED]>;

[REDACTED],

<[REDACTED]>

Subject: RE: **\*\*URGENT\*\*** BIB Wires Did Not Flow in DB-Force [I] INC0012352428

AC; [REDACTED], [REDACTED]

[REDACTED]

Hi Team,

Please find the attached PDF for BIB wires that the client submitted but

didn't flow in DB force due to DB Force Outage.

Please Create a USD wire in replacement and submit.

Thank You!!

{<https://brandportal.intranet.db.com/img/modules/logo.gif>}

Ankit Kumar Sharma

Analyst I PWM-US Ops – Banking

C00 - Wealth Management Operations

DBOI Global Services Private Limited

A-1 Tower , Evolve - Mahindra Technology Park, Inside Mahindra World City -  
SEZ, 302029 Jaipur, India

Tel: [REDACTED]

Mobile + [REDACTED]

Email [REDACTED]

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

From: PWMITUS ProductionSupport [REDACTED]

Sent: Friday, April 26, 2019 12:38 PM

To: Rishabh Sharma <[REDACTED]>

Cc: Abhishek-HCL Chawla <[REDACTED]>; Senthilkumar Myilsamy

<[REDACTED]>;

[REDACTED];

<[REDACTED]>; Robert Dicerbo

<[REDACTED]>; Vinod Kv <[REDACTED]>; PWMITUS

ProductionSupport <[REDACTED]>; Saurabh-C Gupta

<[REDACTED]>

Subject: RE: **\*\*URGENT\*\*** BIB Wires Did Not Flow in DB-Force [I] INC0012352428

Hi Rishabh,

The below mentioned case cannot be processed by system as it is stuck during the outage when DBForce was down.

Please manually process these cases.

Regards,  
PWMITUS Production Support

Email : [REDACTED]  
Hotline: [REDACTED] [REDACTED]

~~~~~  
DB ServiceNow URL : <https://dbunity.gto.global.intranet.db.com/navpage.do>  
Assignment Group: PWM IT US L2

~~~~~  
Escalation Contacts:

~~~~~  
First Level :

[REDACTED] (Onsite) - Contact : [REDACTED]

[REDACTED] (Offshore) - Contact : + [REDACTED]

Second Level :

[REDACTED]

~~~~~  
\*\*\*\*\*  
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This email is sent to you by HCL on behalf of Deutsche Bank.  
Diese email wurde Ihnen von HCL im Auftrag der Deutschen Bank gesendet  
\*\*\*\*\*  
\*\*\*\*\*

From: Rishabh Sharma  
Sent: Friday, April 26, 2019 12:20 PM  
To: PWMITUS ProductionSupport <[REDACTED]>  
Cc: Robert Dicerbo <[REDACTED]>;  
<[REDACTED]>;  
<[REDACTED]>; Vinod Kv  
<[REDACTED]>; Abhishek-HCL Chawla <[REDACTED]>  
Subject: RE: \*\*URGENT\*\* BIB Wires Did Not Flow in DB-Force [I]  
Importance: High

Classification: For internal use only

Hi Team,

Please provide update on below.

Regards,

Rishabh Sharma

{cid:image003.png@01D20F46.0F9EFA10}

DBOI Global Services Private Limited

COO Wealth Management Operations

Global Business Services

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 Queries to our new Group E-mail ID

EFTA01403326

[REDACTED]

From: Krishna Narayanan On Behalf Of PwMITUS ProductionSupport  
Sent: Friday, April 26, 2019 11:10 AM

To: Rishabh Sharma <[REDACTED]>  
Cc: Robert Dicerbo <[REDACTED]>;  
[REDACTED],  
<[REDACTED]>; PwMITUS  
ProductionSupport <[REDACTED]>; Vinod Kv  
<[REDACTED]>; Abhishek-HCL Chawla <[REDACTED]>  
Subject: RE: **\*\*URGENT\*\*** BIB Wires Did Not Flow in DB-Force [I]

Classification: For internal use only

Hi Rishabh,

Yes. There is an ongoing issue with DBForce PWM where users are not able to login. Currently salesforce is actively working on to fix this. We will have a look into below cases once DBForce PWM is up and working fine.

Regards,  
PwMITUS Production Support  
Email : [REDACTED]  
Hotline: [REDACTED]

~~~~~  
DB ServiceNow URL : <https://dbunity.gto.global.intranet.db.com/navpage.do>  
Assignment Group: PWM IT US L2

~~~~~  
Escalation Contacts:

~~~~~  
First Level :

[REDACTED] (Onsite) - Contact : [REDACTED]

[REDACTED] (Offshore) - Contact : + [REDACTED]

Second Level :

[REDACTED]

\*\*\*\*\*  
\*\*\*\*\*

This email is sent to you by HCL on behalf of Deutsche Bank.  
Diese email wurde Ihnen von HCL im Auftrag der Deutschen Bank gesendet

\*\*\*\*\*  
\*\*\*\*\*

From: Rishabh Sharma  
Sent: Friday, April 26, 2019 11:06 AM  
To: PWMITUS ProductionSupport <[REDACTED]>; Vinod Kv <[REDACTED]>; Abhishek-HCL Chawla <[REDACTED]>  
Cc: Robert Dicerbo <[REDACTED]>;  
<[REDACTED]>  
<[REDACTED]>  
Subject: \*\*URGENT\*\* BIB Wires Did Not Flow in DB-Force [I]

Classification: For internal use only

Hi Team,

Could you urgently take a look at below screenshot for BIB USD payments. It looks BIB has not flow in DB force.

{cid:image001.png@01D4FC20.04164B70}

Please advise.

Regards,

Rishabh Sharma

{cid:image003.png@01D20F46.0F9EFA10}

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Global Business Services

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 Queries to our new Group E-mail ID

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