

Subject: Fw: Case # [REDACTED] for A/c [REDACTED] [I]
From: Amanda Kirby <[REDACTED]>
Date: Wed, 06 Aug 2014 09:08:55 -0400
To: Kathryn J Stanfield <[REDACTED]>

Classification: For internal use only

Hi Kathryn,

Hope all is well. Do you know if there is a way to get an image of a check if it has been deposited as an ACH? A client sent a check (image that they took below) to US Customs for \$1070 and it was deposited on Monday. US Customs deposited it as an ACH and therefore an image of the check was not generated on Metavante. The client needs a front and back image of the deposited check. Do you know if there is a way to get one? Or is it a lost cause?

Best,
Amanda Kirby

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Amanda Kirby

Deutsche Bank Trust Company Americas
Deutsche Asset & Wealth Management
345 Park Avenue, 10154-0004 New York, NY, USA
Tel. [REDACTED]
Fax + [REDACTED]
Email [REDACTED]

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----- Forwarded by Amanda Kirby/db/dbcom on 08/06/2014 09:06 AM -----

From: Amanda Kirby/db/dbcom

To: Arush Jain/db/dbcom@DBAPAC,

Cc: GTO-PWM-Banking Exception-Check-Processing/db/dbcom@DBAmericas

Date: 08/05/2014 04:09 PM

Subject: Case # [REDACTED] for A/c [REDACTED] [I]

Classification: For internal use only

Hi Arush,

The client just sent me the below. She had taken a photo of the check prior to it being debited. Do checks ever take more than a day to be processed and shown in our systems as 'check' instead of 'preauthorized debit'?

She would like a copy of the front/back of the check after it has been processed

Best,
Amanda Kirby

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Amanda Kirby

Deutsche Bank Trust Company Americas
Deutsche Asset & Wealth Management
345 Park Avenue, 10154-0004 New York, NY, USA
Tel. + [REDACTED]
Fax +1 [REDACTED]
Email [REDACTED]

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----- Forwarded by Amanda Kirby/db/dbcom on 08/05/2014 04:07 PM -----

From: [REDACTED] <[REDACTED]>

To: Amanda Kirby/db/dbcom@DBAMERICAS,

Date: 08/05/2014 04:05 PM

Subject: Check info/numbers

Hi Amanda, Looking for photo copied - front back images after/during processing. As you mentioned DB usually has early access to these. But the debit processing is odd. Thank you again, so much for your help.

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Sent from my iPhone