

Subject: Fw: Cinq Case Number 131213 604222 case 01163801 [I]  
From: Amanda Kirby <[REDACTED]>  
Date: Wed, 08 Jan 2014 14:33:38 -0500  
To: Robert Dicerbo <[REDACTED]>

Classification: For internal use only

Hi Rob,

Would you mind providing me a GL account number we can use for the below? I spoke with Kim and she mentioned I should reach out to you. I always also be processing an Error & Claims form on our end

Best,  
Amanda Kirby

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Amanda Kirby  
Associate

Deutsche Bank Trust Company Americas  
[REDACTED]

(Embedded image moved to file: pic23714.gif)

----- Forwarded by Amanda Kirby/db/dbcom on 01/08/2014 02:32 PM -----

From: Raunak Tanwar/db/dbcom@DBAPAC

To: Amanda Kirby/db/dbcom@DBAMERICAS,

Cc: Aracely Sanchez/db/dbcom@DBAMERICAS, GTO-PWM-Banking Exception-Check-Processing/db/dbcom@DBAMERICAS

Date: 01/08/2014 02:27 PM

Subject: Re: Fw: Cinq Case Number 131213 604222 case 01163801 [I]

Classification: For internal use only

We will send the funds out to them. For this we need the debit authorization and account # or GL to Debit.

Regards,

Raunak Tanwar

Middle office Banking operations  
Private Wealth Management  
DBOI Global Services Pvt. Ltd  
[REDACTED]

AVAYA: 5419686  
UK #: 44- 207-5419686 (BCP)  
email id - raunak.tanwar@db.com

From: Amanda Kirby/db/dbcom@DBAMERICAS

To: Raunak Tanwar/db/dbcom@DBAPAC,

Cc: Aracely Sanchez/db/dbcom@DBAMERICAS, GTO-PWM-Banking Exception-Check-Processing/db/dbcom@DBAMERICAS

Date: 01/08/2014 02:23 PM

Subject: Re: Fw: Cinq Case Number 131213 604222 case 01163801 [I]

Classification: For internal use only

Thanks, Raunak.

How do we go about crediting them \$20USD? More than happy to remedy this but I don't know how

Best,  
Amanda Kirby

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Amanda Kirby  
Associate

Deutsche Bank Trust Company Americas

(Embedded image moved to file: pic29383.gif)

From: Raunak Tanwar/db/dbcom@DBAPAC

To: Amanda Kirby/db/dbcom@DBAMERICAS,

Cc: Aracely Sanchez/db/dbcom@DBAMERICAS, GTO-PWM-Banking Exception-Check-Processing/db/dbcom@DBAMERICAS

Date: 01/08/2014 01:12 PM

Subject: Re: Fw: Cinq Case Number 131213 604222 case 01163801 [I]

Classification: For internal use only

Hi Amanda,

The funds have been applied, however IRVTUS3NXXX asking to credit them USD 20.00 as there investigation charges.

Regards,

Raunak Tanwar

Middle office Banking operations  
Private Wealth Management  
DBOI Global Services Pvt. Ltd



From: Amanda Kirby/db/dbcom@DBAMERICAS

To: Raunak Tanwar/db/dbcom@DBAPAC,

Cc: Aracely Sanchez/db/dbcom@DBAMERICAS, GTO-PWM-Banking Exception-Check-Processing/db/dbcom@DBAMERICAS

Date: 01/08/2014 01:06 PM

Subject: Re: Fw: Cinq Case Number 131213 604222 case 01163801 [I]

Classification: For internal use only

Hi,

I'm confused as to what the issue is. the account was credited the full amount. Please advise

Best,  
Amanda Kirby

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Amanda Kirby  
Associate

Deutsche Bank Trust Company Americas



(Embedded image moved to file: pic08168.gif)

From: Raunak Tanwar/db/dbcom@DBAPAC  
To: Aracely Sanchez/db/dbcom@DBAMERICAS, Amanda Kirby/db/dbcom@DBAMERICAS,  
Cc: GTO-PWM-Banking Exception-Check-Processing/db/dbcom@DBAmericas  
Date: 01/08/2014 01:03 PM  
Subject: Fw: Cinq Case Number 131213 604222 case 01163801 [I]

Classification: For internal use only

Hi,

Please find below in ref to USD wire case case #01163801 and advice.

Regards,

Raunak Tanwar

Middle office Banking operations  
Private Wealth Management  
DBOI Global Services Pvt. Ltd

----- Forwarded by Raunak Tanwar/db/dbcom on 01/08/2014 01:00 PM -----

Cinq Case Number 131213 604222

InvestigationsUsdCashOps@db.com

to:

GTO-PWM-Banking Exception-Check-Processing

01/08/2014 12:52 PM

Please respond to InvestigationsUsdCashOps

WE REFER TO OUR DEBIT TO YOUR ACCOUNT DATED 12/12/2013 VALUE 12/12/2013 UNDER  
REFERENCE CTL 452536 FOR USD 1,000.00  
BY ORDER OF LEGAL WORKSTATION BTCO USA FAVOUR BK OF NYC FOR CREDIT TO ALIOR  
BANK SA 00-807 WARSAW, POLAND FOR FURTHER CREDIT TO PL 09 2490 0005 0000 4000  
4099 110 [REDACTED] PL WITH DETAILS CTR/OBI= FROM 35266976 JEFFREY

EFTA01404951

EPSTEIN

WE HAVE BEEN ADVISED BY IRVTUS3NXXX THAT BENEFICIARY CLIENT HAD BEEN  
CREDITED WITH FULL AMOUNT OF PYMT WITH VALUE  
DATE 30.12.2013. UNDER OUR REF.  
131230ISW000356. PLS CREDIT OUR USD ACT AT YR  
BK WITH USD 20.00 AS OUR INVEST CHARGES

PLEASE AVOID DUPLICATION.

PLEASE QUOTE OUR REFERENCE NUMBER, 131213604222 IN ALL FUTURE CORRESPONDENCE  
RELATING TO THIS CASE.

REGARDS, DEEPAK RAMCHANDANI PAYMENT INVESTIGATIONS