

Subject: RE: ****URGENT**** BIB Wires Did Not Flow in DB-Force
INC0012352428 AC; 42953424,42953758, 42959295, 35269691, 44129244,
42953424, 42966807, 42953467 [I]
From: Naveen Bagaria <[REDACTED]>
Date: Fri, 26 Apr 2019 13:43:36 -0400
To: Ankit-Kumar Sharma <[REDACTED]>,
Stewart Oldfield <[REDACTED]>,
Bradley Gillin <[REDACTED]>,
Monica Gilkinson <[REDACTED]>,
Rachel Wachs <[REDACTED]>
Cc: gtopwmbankingexceptioncheckprocessing@list.db.com

Classification: For internal use only

Hi Team,

Please not to select Instruction Via as Original Letter and attached the PDF for TAG team's reference.

Regards

Naveen Bagaria

COO - Wealth Management Operations

DBOI Global Services Private Limited

[REDACTED]
Please send all Banking related queries to our new Group E-mail ID -
gtopwmbankingexceptioncheckprocessing@list.db.com

From: Ankit-Kumar Sharma [mailto:[REDACTED]]
Sent: Friday, April 26, 2019 1:01 PM
To: Stewart Oldfield <[REDACTED]>; Bradley Gillin
[REDACTED]; Monica Gilkinson <[REDACTED]>; Rachel
Wachs <[REDACTED]>
Cc: 'gtopwmbankingexceptioncheckprocessing@list.db.com'

EFTA01405946

<gtopwmbankingexceptioncheckprocessing@list.db.com>

Subject: RE: ****URGENT**** BIB Wires Did Not Flow in DB-Force [I] INC0012352428
AC; 42953424,42953758, 42959295, 35269691, 44129244, 42953424, 42966807,
42953467

PFA

{<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: +44(207)3383887

Mobile +91 7760538339

Email ankit-kumar.sharma@db.com

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

From: Ankit-Kumar Sharma [<mailto:ankit-kumar.sharma@db.com>]

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

To: Stewart Oldfield <[REDACTED]>; Bradley Gillin
<bradley.gillin@db.com>; Monica Gilkinson <monica.gilkinson@db.com>; Rachel
Wachs <rachel.wachs@db.com>

Cc: TAG DBOI <tag.dboi@db.com>;

'gtopwmbankingexceptioncheckprocessing@list.db.com'

<gtopwmbankingexceptioncheckprocessing@list.db.com>

Subject: RE: ****URGENT**** BIB Wires Did Not Flow in DB-Force [I] INC0012352428
AC; 42953424,42953758, 42959295, 35269691, 44129244, 42953424, 42966807,

42953467

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

COO - Wealth Management Operations

DBOI Global Services Private Limited
A-1 Tower , Evolve - Mahindra Technology Park, Inside Mahindra World City -
SEZ, 302029 Jaipur, India

Tel: +44(207)3383887

Mobile +91 7760538339

Email ankit-kumar.sharma@db.com

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

EFTA01405948

From: PWMITUS ProductionSupport [mailto:pwmitus.productionssupport@db.com]
Sent: Friday, April 26, 2019 12:38 PM
To: Rishabh Sharma <rishabh.sharma@db.com>
Cc: Abhishek-HCL Chawla <abhishek-hcl.chawla@db.com>; Senthilkumar Myilsamy <senthilkumar.myilsamy@db.com>;
'gtopwmbankingexceptioncheckprocessing@list.db.com'
<gtopwmbankingexceptioncheckprocessing@list.db.com>; Robert Dicerbo <robert.dicerbo@db.com>; Vinod Kv <vinod.kv@db.com>; PWMITUS ProductionSupport <pwmitus.productionssupport@db.com>; Saurabh-C Gupta <saurabh-c.gupta@db.com>
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 : PWMITUS.ProductionSupport@db.com
Hotline: +1-201-593-1100 x Option 2

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

~~~~~  
Escalation Contacts:

~~~~~  
First Level :

abhishek-hcl.chawla@db.com (Onsite) - Contact : +1 443 278 3984

sathish.k-hcl@db.com (Offshore) - Contact : +91-96003 63505

Second Level :

Martin.l.Lopez@db.com

\*\*\*\*\*  
\*\*\*\*\*  
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 <pwmitus.productionsupport@db.com>  
Cc: Robert Dicerbo <robert.dicerbo@db.com>;  
'gtopwmbankingexceptioncheckprocessing@list.db.com'  
<gtopwmbankingexceptioncheckprocessing@list.db.com>; Vinod Kv  
<vinod.kv@db.com>; Abhishek-HCL Chawla <abhishek-hcl.chawla@db.com>  
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

C00 Wealth Management Operations

Global Business Services

A-1 & A-2, Evolve - Mahindra Technology Park, Inside Mahindra World City -  
SEZ, 302029 Jaipur, India  
Tel. 44207-3382685

Mobile +91 9610222223

Email : rishabh.sharma@db.com

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

From: Krishna Narayanan On Behalf Of PWMITUS ProductionSupport  
Sent: Friday, April 26, 2019 11:10 AM  
To: Rishabh Sharma <rishabh.sharma@db.com>  
Cc: Robert Dicerbo <robert.dicerbo@db.com>;  
'gtopwmbankingexceptioncheckprocessing@list.db.com'  
<gtopwmbankingexceptioncheckprocessing@list.db.com>; PWMITUS  
ProductionSupport <pwmitus.productionsupport@db.com>; Vinod Kv  
<vinod.kv@db.com>; Abhishek-HCL Chawla <abhishek-hcl.chawla@db.com>  
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 : PWMITUS.ProductionSupport@db.com  
Hotline: +1-201-593-1100 x Option 2

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

Escalation Contacts:  
~~~~~

First Level :

abhishek-hcl.chawla@db.com (Onsite) - Contact : +1 443 278 3984

sathish.k-hcl@db.com (Offshore) - Contact : +91-96003 63505

Second Level :

Martin.l.Lopez@db.com
~~~~~

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

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 <pwmitus.productionsupport@db.com>; Vinod Kv <vinod.kv@db.com>; Abhishek-HCL Chawla <abhishek-hcl.chawla@db.com>  
Cc: Robert Dicerbo <robert.dicerbo@db.com>;  
'gtopwmbankingexceptioncheckprocessing@list.db.com'  
<gtopwmbankingexceptioncheckprocessing@list.db.com>  
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}

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. 44207-3382685

Mobile +91 9610222223

Email : rishabh.sharma@db.com

Please send all the Banking related Queries to our new Group E-mail ID

gtopwmbankingexceptioncheckprocessing@list.db.com

---

This communication may contain confidential and/or privileged information. If you are not the intended recipient (or have received this communication in error) please notify the sender immediately and destroy this communication. Any unauthorized copying, disclosure or distribution of the material in this communication is strictly forbidden.

Please refer to <https://db.com/disclosures> for additional EU corporate and regulatory disclosures.

Deutsche Bank does not render legal or tax advice, and the information contained in this communication should not be regarded as such.

---

This e-mail may contain confidential and/or privileged information. If you are not the intended recipient (or have received this e-mail in error) please notify the sender immediately and destroy this e-mail. Any unauthorized copying, disclosure or distribution of the material in this e-mail is strictly forbidden.

#### Privacy of communications

In order to monitor compliance with legal and regulatory obligations and our policies, procedures and compliance programs, we may review emails and instant messages passing through our IT systems (including any personal data and customer information they contain), and record telephone calls routed via our telephone systems. We will only do so in accordance with local laws and regulations. In some countries please refer to your local DB website for a copy of our Privacy Policy.

Please refer to <https://db.com/disclosures> for additional EU corporate and regulatory disclosures.

---

This e-mail may contain confidential and/or privileged information. If you are not the intended recipient (or have received this e-mail in error) please notify the sender immediately and destroy this e-mail. Any unauthorized copying, disclosure or distribution of the material in this e-mail is strictly forbidden.

#### Privacy of communications

In order to monitor compliance with legal and regulatory obligations and our policies, procedures and compliance programs, we may review emails and instant messages passing through our IT systems (including any personal data and customer information they contain), and record telephone calls routed via our telephone systems. We will only do so in accordance with local laws and regulations. In some countries please refer to your local DB website for a copy of our Privacy Policy.

Please refer to <https://db.com/disclosures> for additional EU corporate and regulatory disclosures.

---

This e-mail may contain confidential and/or privileged information. If you are not the intended recipient (or have received this e-mail in error) please notify the sender immediately and destroy this e-mail. Any unauthorized copying, disclosure or distribution of the material in this e-mail is strictly forbidden.

#### Privacy of communications

In order to monitor compliance with legal and regulatory obligations and our policies, procedures and compliance programs, we may review emails and instant messages passing through our IT systems (including any personal data and customer information they contain), and record telephone calls routed via our telephone systems. We will only do so in accordance with local laws and regulations. In some countries please refer to your local DB website for a copy of our Privacy Policy.

Please refer to <https://db.com/disclosures> for additional EU corporate and regulatory disclosures.