

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 14:31:47 -0400  
To: Natalie Barak <[REDACTED]>,  
Stewart Oldfield <[REDACTED]>,  
Bradley Gillin <[REDACTED]>,  
Monica Gilkinson <[REDACTED]>  
Cc: Daphne Cales <[REDACTED]>,  
Ankit-Kumar Sharma <[REDACTED]>,  
[REDACTED],  
[REDACTED]

Classification: For internal use only

One of you should have access to these accounts

- Stewart Oldfield <[REDACTED]>, Bradley Gillin  
<[REDACTED]>, Monica Gilkinson <[REDACTED]>, Rachel  
Wachs <[REDACTED]>

Regards

Naveen Bagaria

COO - Wealth Management Operations

DBOI Global Services Private Limited

Tel: [REDACTED] | VOIP: [REDACTED]

Fex: [REDACTED] | Cell: +[REDACTED]

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

From: Natalie Barak  
Sent: Friday, April 26, 2019 2:29 PM  
To: Stewart Oldfield <[REDACTED]>; Naveen Bagaria  
<[REDACTED]>; Ankit-Kumar Sharma <[REDACTED]>;  
[REDACTED];

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

I don't have access to these in DBForce

Please advise.

{logo}

Natalie Barak  
Vice President | Relationship Officer

Deutsche Bank Wealth Management

Deutsche Bank Trust Company Americas  
345 Park Avenue, New York, NY 10154

Tel. [REDACTED]  
Fax [REDACTED]  
Email [REDACTED]

Securities offered through Deutsche Bank Securities Inc

From: Stewart Oldfield  
Sent: Friday, April 26, 2019 1:58 PM  
To: Natalie Barak <[REDACTED]>  
Subject: Fwd: **\*\*URGENT\*\*** BIB Wires Did Not Flow in DB-Force INC0012352428  
AC; 42953424,42953758, 42959295, 35269691, 44129244, 42953424, 42966807,  
42953467 [I]

Stewart Oldfield, CFA, CAIA

Deutsche Bank Trust Company Americas

Deutsche Bank Wealth Management

345 Park Avenue, New York, NY 10154

Tel. [REDACTED]

Mobile [REDACTED]

Email [REDACTED]

Securities offered through Deutsche Bank Securities Inc.

Begin forwarded message:

From: Naveen Bagaria <[REDACTED]>  
Date: April 26, 2019 at 1:43:36 PM EDT  
To: Ankit-Kumar Sharma <[REDACTED]>, 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 INC0012352428 AC;  
42953424,42953758, 42959295, 35269691, 44129244, 42953424, 42966807,

42953467 [I]

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

C00 - Wealth Management Operations

DBOI Global Services Private Limited

Tel: [REDACTED] | VOIP: [REDACTED]

Fax: [REDACTED] | Cell: +[REDACTED]

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

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: [REDACTED]

<[REDACTED]>

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

PFA

EFTA01406070

{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 [mailto:[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; 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

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 [mailto:[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]>;  
[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] 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 :

[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 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

[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]>; 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] 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 :

[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}

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

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