

Subject: FW: Reg E Review - Error Resolution Process - Client notification letter for provisional credit & Final determination letter [I]
From: Armen Brash <[REDACTED]>
Date: Mon, 16 May 2016 12:52:02 -0400
To: Stewart Oldfield <[REDACTED]>,
Paul Morris <[REDACTED]>

Classification: For internal use only

Gentlemen,

Can you please prepare and send a letter notifying Mr. Epstein that the provisional credit has been made final.

Letter Template: http://americas.awm.intranet.db.com/en/files/13-AWM-0392_resol_on_claim_client_reimbursement_052413.pdf

Also, can you please see if you can find the Provisional Credit letter that we would've sent to Mr. Epstein on or around 3/8;

TEAS CASE 01552343 plus my attached correspondence with JJ indicates that it was sent around then.

Best,
Armen

{cid:image002.gif@01D1AF6D.80444970}

Armen Brash

Director

Deutsche Bank Wealth Management

345 Park Avenue, 10154-0004 New York, NY, USA

EFTA01421040



{cid:image003.gif@01D1AF6D.80444970}

From: Derek Johnson
Sent: Monday, May 16, 2016 12:34 PM
To: Armen Brash; Paul Morris; Stewart Oldfield
Cc: Margie Edwards; Michelle Yoo; Judy Ekwughalu
Subject: RE: Reg E Review - Error Resolution Process - Client notification letter for provisional credit & Final determination letter [I]

Classification: For internal use only

Hi Armen – Thank you for your follow-up email and will gladly accept a copy of the provisional credit letter and final determination letter when available.

{cid:image003.png@01CF7FD6.9B34A040}

Derek Johnson
Compliance Officer | Compliance Testing

Deutsche Bank Securities Inc.
5022 Gate Parkway, 32256 Jacksonville, Florida, USA



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.

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

From: Armen Brash
Sent: Monday, May 16, 2016 12:16 PM
To: Derek Johnson; Paul Morris; Stewart Oldfield
Cc: Margie Edwards; Michelle Yoo; Judy Ekwughalu
Subject: RE: Reg E Review - Error Resolution Process - Client notification letter for provisional credit & Final determination letter [I]

Classification: For internal use only

Derek,

JJ left DB in April. Strange that his emails aren't bouncing—I will need to look into that with HR.

Attached is the written statement of authorization.

I have copied Paul and Stew, the relationship managers, to see if they have a copy of the provisional credit letter.

Its possible that the final letter hasn't been sent yet, given the staff turnound on the team if not, we should get that sent out today.

As an FYI, we closed that account and opened a new one.

Best,
Armen

EFTA01421042

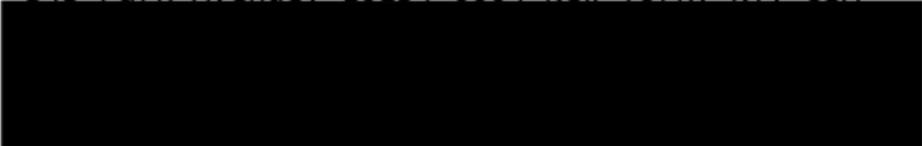
{cid:image002.gif@01D1AF6C.B73C82E0}

Armen Brash

Director

Deutsche Bank Wealth Management

345 Park Avenue, 10154-0004 New York, NY, USA



{cid:image003.gif@01D1AF6C.B73C82E0}

From: Derek Johnson

Sent: Monday, May 16, 2016 11:43 AM

To: Jj Litchford

Cc: Margie Edwards; Michelle Yoo; Judy Ekwughalu; Armen Brash

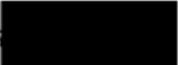
Subject: Reg E Review - Error Resolution Process - Client notification letter for provisional credit & Final determination letter [I]

Classification: For internal use only

This is a follow-up to an email dated May 11, 2016.

Hello JJ,

An EFT error was processed for the following account:

Jeffrey Epstein  provisional credit in the amount of \$334.33 on 3/8/2016.

Can you please provide a copy of the cardholders signed statement of disputed items, provisional credit letter and final notification letter that

EFTA01421043

was sent to the client. I did look on dbForce and was unable to locate. I have attached a copy of the email showing approval of provisional credit dated 3/8/2016. If you have any questions concerning my request, please let me know.

{cid:image003.png@01CF7FD6.9B34A040}

Derek Johnson
Compliance Officer | Compliance Testing

Deutsche Bank Securities Inc.
5022 Gate Parkway, 32256 Jacksonville, Florida, USA



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.

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