

Subject: RE: **URGENT** BIB Wires Did Not Flow in DB-Force [I]

[REDACTED]

From: Ankit-Kumar Sharma [REDACTED]

Date: Fri, 26 Apr 2019 13:00:35 -0400

To: Stewart Oldfield <[REDACTED]>
Bradley Gillin <[REDACTED]>
Monica Gilkinson <[REDACTED]>
Rachel Wachs <[REDACTED]>

Cc: [REDACTED]

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

[REDACTED]

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

From: Ankit-Kumar Sharma [REDACTED]

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

[REDACTED]

<gtopwmbankingexceptioncheckprocessing@list.db.com>

Subject: RE: ****URGENT**** BIB Wires Did Not Flow in DB-Force [I]



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



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

EFTA01421237

From: [REDACTED]

Sent: Friday, April 26, 2019 12:38 PM

[REDACTED]

lsamy

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: [REDACTED]

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

~~~~~  
Escalation Contacts:

~~~~~  
First Level :

[REDACTED]

Second Level :



-----  
\*\*\*\*\*  
\*\*\*\*\*  
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  
\*\*\*\*\*  
\*\*\*\*\*



Classification: For internal use only

Hi Team,

Please provide update on below.

Regards,

Rishabh Sharma

{cid:image003.png@01D20F46.0F9EFA10}

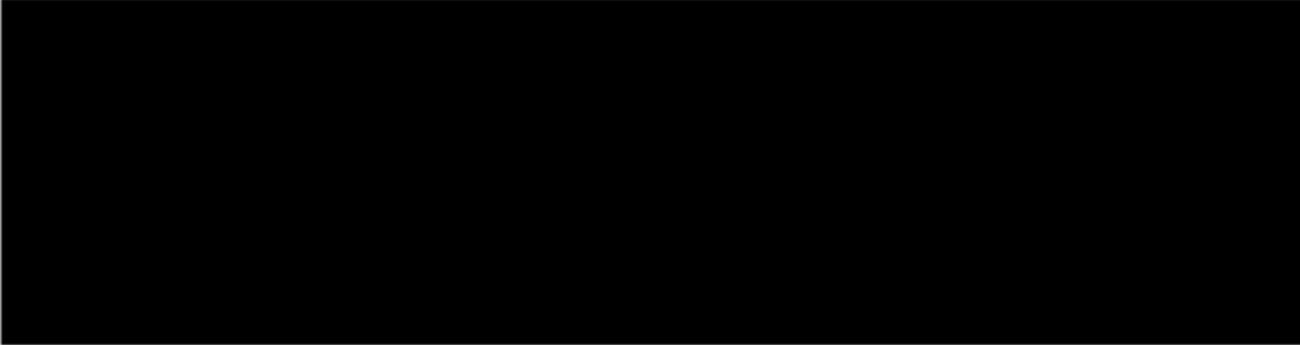
DBOI Global Services Private Limited

COO Wealth Management Operations  
Global Business Services

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



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



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,

EFTA01421240

PWMITUS Production Support

Email : [REDACTED]

Hotline: [REDACTED]

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

~~~~~  
Escalation Contacts:

~~~~~  
First Level :

[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  
\*\*\*\*\*  
\*\*\*\*\*

[REDACTED]

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

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.