

You **MUST** take one of the below two action steps:

I. Charge a \$30 overdraft fee.

- Create a Financial Client Instructions-Banking TEAS case under the account in -DBforce.
- Enter the following language in the Description field in the Special Instructions section, "Charge a \$30 overdraft fee."
- Select "Exempt" from the Instructions Via field in the Call Back Details section.

II. Request/Enter a Waiver.

- Create a Financial Client Instructions-Banking TEAS case under the account in DBforce.
 - Enter the following language in the Description field in the Special Instructions section, "Waive the \$30 overdraft fee."
 - Select "Exempt" from the Instructions Via field in the Call Back Details section.
- Attach Business Manager email approval to case

Kind regards,
Komal Shahani



Komal Shahani
Process Supervisor

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COO Wealth Management Operations
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Please send all the Banking related Queires to our new Group E-mail ID

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