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**From:** Caroline Kitidis [REDACTED]  
**Sent:** 8/12/2014 3:33:24 PM  
**To:** Paul Morris [REDACTED]  
**CC:** Andrew Gallivan [REDACTED]  
**Subject:** Re: Fw: Indicative Levels - USDCNH 1yr Options [I]  
**Attachments:** pic16249.gif; pic30044.gif; pic25214.gif; pic23910.gif; pic06584.gif; pic16847.gif; pic17872.gif

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Agree - not good enough. Having said that, there are mistakes that are made and we can't nit pick each one of them. Jeffrey's experience hasn't been optimal, and with the addition of new coverage, this will change. Having said that, we need to manage him better as well, has to be a better 2 way dialogue. We had a call with him last week that he canceled on Put opportunity. There are multiple times where he doesn't respond etc. So in general we need the flow to be better both ways.

Kind regards,

Caroline Kitidis

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(Embedded image moved to file: pic16249.gif)

Caroline V. Kitidis  
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(Embedded image moved to file: pic30044.gif)

**From:** Paul Morris/db/dbcom  
**To:** Caroline Kitidis/[REDACTED]  
**Cc:** Andrew Gallivan,[REDACTED]  
**Date:** 08/12/2014 02:58 PM  
**Subject:** Fw: Indicative Levels - USDCNH 1yr Options [I]

Classification: For internal use only

fyi, this is a client that is doing \$75mn notional currency trades with us and we can't get the details correct, it is just embarrassing

----- Forwarded by Paul Morris/db/dbcom on 08/12/2014 02:54 PM -----

**From:** "jeffrey E." <jeevacation@gmail.com>  
**To:** Paul Morris/db/dbcom@DBAMERICAS, Richard Kahn <[REDACTED]>  
**Date:** 08/12/2014 11:17 AM