

Subject: Re: RE: Non USD Wire case # 01373400 Returned Customer Case # 01380343 [I]
From: Paul Morris <[REDACTED]>
Date: Fri, 10 Apr 2015 16:51:43 -0400
To: Amanda Kirby <[REDACTED]>

Classification: For Internal Use Only

I'll have to look at monday

From: Amanda Kirby
Sent: Friday, April 10, 2015 04:47 PM
To: Paul Morris
Subject: FW: RE: Non USD Wire case # 01373400 Returned Customer Case # 01380343 [I]

Got the pricing breakdown for the JE wire. The difference in amount works out.

From: Sriram-Srinivasa Kumar
Sent: Friday, April 10, 2015 4:40 PM
To: Amanda Kirby; Vikas Dave
Cc: GTO-PWM-Banking Exception-Check-Processing; FX4Cash Ops; Arush Jain
Subject: RE: RE: Non USD Wire case # 01373400 Returned Customer Case # 01380343 [I]

Classification: For internal use only

Hi,

As per our data base the below rate applied

{cid:image007.png@01D073FC.9365CEA0}

Kind regards,

Sriram

{<https://brandportal.intranet.db.com/img/modules/logo.gif>}

Sriram Srinivasa Kumar

DBOI Global Services Private Limited

Global Business Services

Block 8, Velankani Tech Park, No.:43, Electronic City, Hosur Road, 560100
Bangalore, India

Tel. [REDACTED]

Mobile [REDACTED]

Email [REDACTED]

Visit us: <http://www.db.com/fx4cash>

{<https://brandportal.intranet.db.com/img/modules/claim.gif>}

From: Amanda Kirby

Sent: Saturday, April 11, 2015 2:04 AM

To: Sriram-Srinivasa Kumar; Vikas Dave

Cc: GTO-PWM-Banking Exception-Check-Processing; FX4Cash Ops; Arush Jain

Subject: RE: RE: Non USD Wire case # 01373400 Returned Customer Case #
01380343 [I]

Thank you.

Does that mean the conversion history in the below email chain is incorrect?
It says there that the rate on 02-Apr-2015 was 56.3495. I want to provide
the client the correct one.

From: Sriram-Srinivasa Kumar

Sent: Friday, April 10, 2015 4:29 PM

To: Amanda Kirby; Vikas Dave

Cc: GTO-PWM-Banking Exception-Check-Processing; FX4Cash Ops; Arush Jain

Subject: RE: RE: Non USD Wire case # 01373400 Returned Customer Case #
01380343 [I]

EFTA01462972

Classification: For internal use only

Hi,

Trade reversed RUB 13,700,000.00 / USD 239,556.56 on 02-Apr-2015 @ Rate 57.189

Kind regards,

Sriram

{<https://brandportal.intranet.db.com/img/modules/logo.gif>}

Sriram Srinivasa Kumar

DBOI Global Services Private Limited

Global Business Services

Block 8, Velankani Tech Park, No.:43, Electronic City, Hosur Road, 560100
Bangalore, India

Tel. [REDACTED]

Mobile [REDACTED]

Email [REDACTED]

Visit us: <http://www.db.com/fx4cash>

{<https://brandportal.intranet.db.com/img/modules/claim.gif>}

From: Amanda Kirby

Sent: Saturday, April 11, 2015 1:53 AM

To: Sriram-Srinivasa Kumar; Vikas Dave

Cc: GT0-PWM-Banking Exception-Check-Processing; FX4Cash Ops; Arush Jain

Subject: RE: RE: Non USD Wire case # 01373400 Returned Customer Case # 01380343 [I]

Hi Sriram,

But that doesn't explain the \$1,571 difference. Using the FX rate of 56.8165 they should have received \$241,127 but only received \$239,556. What is the reason for the \$1,571 difference?

From: Sriram-Srinivasa Kumar
Sent: Friday, April 10, 2015 4:18 PM
To: Vikas Dave
Cc: GTO-PWM-Banking Exception-Check-Processing; FX4Cash Ops; Amanda Kirby; Arush Jain
Subject: RE: RE: Non USD Wire case # 01373400 Returned Customer Case # 01380343 [I]

Classification: For internal use only

Hi Vikas,

Our Agent bank not charged any amount, the difference amount is FX reversal loss from RUB to EUR

Kind regards,

Sriram

{<https://brandportal.intranet.db.com/img/modules/logo.gif>}

Sriram Srinivasa Kumar

DBOI Global Services Private Limited
Global Business Services
Block 8, Velankani Tech Park, No.:43, Electronic City, Hosur Road, 560100

EFTA01462974

Bangalore, India

Tel. [REDACTED]

Mobile [REDACTED]

Email [REDACTED]

Visit us: <http://www.db.com/fx4cash>

{<https://brandportal.intranet.db.com/img/modules/claim.gif>}

From:

Vikas Dave/db/dbcom@DBC0EX

To:

FX4Cash Ops/db/dbcom@DBEMEA,

Cc:

GT0-PWM-Banking Exception-Check-Processing/db/dbcom@DBAmericas, Amanda Kirby/db/dbcom, Arush Jain/db/dbcom

Date:

10/04/2015 18:52

Subject:

RE: Non USD Wire case # 01373400 Returned Customer Case # 01380343 [I]

Classification: For internal use only

Hi Team,

Please advise if the Bene bank had charged any fees while returning the below funds back.

{cid:image003.png@01D073F9.821639D0}

Thanks

Vikas Dave

Banking Transactions

DBOI Global Services Private Limited
PCAM - Private Wealth Management
A-1 & A-2, Evolve - Mahindra Technology Park, Inside Mahindra World City -
SEZ, 302029 Jaipur, India
Fax - [REDACTED] - Ph. [REDACTED]
Email : [REDACTED]

{cid:image004.png@01D073F9.821639D0}

From: Amanda Kirby
Sent: Friday, April 10, 2015 9:55 PM
To: Arush Jain
Cc: GTO-PWM-Banking Exception-Check-Processing; Vikas Dave
Subject: RE: Non USD Wire case # 01373400 Returned Customer Case # 01380343
[I]

Hi Arush,

Thank you. Is there a way to reach out to the beneficiary bank and ask what they charged and why they only sent back $\$239556.56 * 56.816 = 13,610,645.51$?

From: Arush Jain

Sent: Friday, April 10, 2015 12:03 PM
To: Amanda Kirby
Cc: GTO-PWM-Banking Exception-Check-Processing; Vikas Dave
Subject: RE: Non USD Wire case # 01373400 Returned Customer Case # 01380343
[I]

Classification: For internal use only

Hi Amanda,

I don't have much information as what fees the Bene bank has charged on their end.

Kind regards,

Arush Jain
DBOI Global Services Private Limited
A-1 & A-2, Evolve - Mahindra Technology Park, Inside Mahindra World City -
SEZ,
302029 Jaipur, India

Email address: [REDACTED]

From: Amanda Kirby
Sent: Friday, April 10, 2015 11:49 AM
To: Arush Jain
Cc: GTO-PWM-Banking Exception-Check-Processing; Vikas Dave
Subject: RE: Non USD Wire case # 01373400 Returned Customer Case # 01380343
[I]

Hi Arush,

Thank you for this. Does this mean that the recipient bank only sent back $\$239556.56 * 56.816 = 13,610,645.51$? And does that mean that they charged a fee on their end?

From: Arush Jain
Sent: Friday, April 10, 2015 11:32 AM
To: Amanda Kirby; Aracely Sanchez
Cc: GTO-PWM-Banking Exception-Check-Processing; Vikas Dave
Subject: RE: Non USD Wire case # 01373400 Returned Customer Case # 01380343
[I]

Classification: For internal use only

Hi Amanda,

Hi,

Please find the below details as requested:

We booked wire for 03-30-2015 and the Conversion for RUB was \$1=RUB 54.741

{cid:image005.png@01D073F9.821639D0}

$13,700,000/54.741=\$250269.45$

And below is attachment of conversion history for RUB to USD:

{cid:image006.png@01D073F9.821639D0}

Further to add, according to downloaded file we received
 $\$239556.56*56.816=13,610,645.51$

Kindly advise if the provided details are suffice and we can close the case from our end.

Kind regards,

Arush Jain
DBOI Global Services Private Limited
A-1 & A-2, Evolve - Mahindra Technology Park, Inside Mahindra World City -
SEZ,
302029 Jaipur, India

Email address: [REDACTED]

From: Amanda Kirby
Sent: Thursday, April 09, 2015 3:32 PM
To: Arush Jain
Cc: GTO-PWM-Banking Exception-Check-Processing
Subject: RE: Non USD Wire case # 01373400 Returned [C]

Hi,

Could you please send me pricing details on the exchange rates on the day this wire went out and the day it was recalled/returned? The client wants to better understand the difference in price from what was wired out and what was returned.

Thank you

From: Arush Jain
Sent: Friday, April 03, 2015 3:59 PM
To: Amanda Kirby; Aracely Sanchez
Cc: GTO-PWM-Banking Exception-Check-Processing
Subject: Non USD Wire case # 01373400 Returned [C]

Classification: Confidential

EFTA01462979

Hello ,

Please be informed that the Non USD wire case # 01373400 was returned AS Per your request

We have credit the client's a/c for \$ 239,556.56

239,556.56 03.04.2015 MONEY TRANSFER RECEIPT

Customer Reference: [REDACTED]

Bank Reference: [REDACTED]

Clearing Reference: [REDACTED]

Settled Currency: USD

Settled Amount: 239,556.56

Exchange Rate: 0

Timestamp: 14:43

By Order Party Name: FX OMNIBUS ACCOUNT

Ordering Bank Name: DB PRIVATE BANKING

Ordering Bank Address: UNITED STATES

Instructing Bank Name: DBTC FX TRADING OMNIBUS ACCOUNT

Instructing Bank Address: NEW YORK, NY 10017 GERMANY

Details of Payment: REM=[REDACTED] OBI=RETURN OF DBFORCE CASE 1373400
DTD3/27/15 FOR

CTL 472877 SEND REF RE815040

27-30408 FOR RUB 13700000.00FRM A/C 35266976,REASON AS RECALLED

Kind regards,

Arush Jain
DBOI Global Services Private Limited

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

Email address: [REDACTED]