

Subject: RE: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]  
From: Melinda Roy <[REDACTED]>  
Date: Wed, 23 Mar 2016 09:08:07 -0400  
To: Komal Shahani <[REDACTED]>  
Cc: gtopwmbankingexceptioncheckprocessing@list.db.com,  
Paul Morris <[REDACTED]>,  
Jj Litchford <[REDACTED]>

Classification: For internal use only

Good morning,

Can you please give me an update on case # 01563424? Has the debit been reversed yet?

Thanks,

Melinda

From: Komal Shahani  
Sent: Monday, March 21, 2016 4:16 PM  
To: Melinda Roy  
Cc: '[REDACTED]'; Stewart Oldfield;  
Kathryn J Stanfield; Jj Litchford  
Subject: RE: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

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Hi,

The debit hit our non post account, and we referred the item too, however, when we didn't get a response till our deadline, so we posted it to account.

Kind regards,  
Komal Shahani

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Komal Shahani  
Process Supervisor

DBOI Global Services Private Limited  
COO Wealth Management Operations  
A-1 & A-2, Evolve - Mahindra Technology Park,  
Inside Mahindra World City - SEZ, 302029 Jaipur, India  
Tel. [REDACTED]  
Mobil [REDACTED]  
Email [REDACTED]

Please send all the Banking related Queires to our new Group E-mail ID  
[REDACTED]

From: Melinda Roy  
Sent: Monday, March 21, 2016 4:11 PM  
To: Komal Shahani  
Cc: [REDACTED]; Stewart Oldfield;  
Kathryn J Stanfield; Jj Litchford  
Subject: RE: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

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When was this in effect? Because there was a debit out of the account on 3/18

From: Komal Shahani  
Sent: Monday, March 21, 2016 4:11 PM  
To: Melinda Roy  
Cc: [REDACTED]; Stewart Oldfield;  
Kathryn J Stanfield; Jj Litchford  
Subject: RE: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

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Hi,

Account already has a "Y" status.

Kind regards,  
Komal Shahani

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Komal Shahani  
Process Supervisor

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Tel. [REDACTED]  
Mobil [REDACTED]  
Email [REDACTED]

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

From: Melinda Roy  
Sent: Monday, March 21, 2016 4:09 PM  
To: Kathryn J Stanfield; Komal Shahani; Jj Litchford  
Cc: 'gtopwmbankingexceptioncheckprocessing@list.db.com'; Stewart Oldfield  
Subject: RE: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

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Kathryn,

I just added a case comment to correct the instructions (case number 01563767). Can you please ensure that all transactions are ceased into and out of this account since it now past the 4pm deadline?

From: Kathryn J Stanfield  
Sent: Monday, March 21, 2016 4:06 PM  
To: Melinda Roy; Komal Shahani; Jj Litchford  
Cc: [REDACTED]; Stewart Oldfield  
Subject: RE: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Melinda

It's a Y status not a T sorry for the confusion

Kathryn J Stanfield  
DB Services New Jersey Inc  
Deutsche Asset & Wealth Management  
100 Plaza One

EFTA01463019

Jersey City NJ 07311

Phone 201 593-3140

Email kathryn.j.stanfield@db.com

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{cid:image001.png@01D04AD3.E9C1EE20}

From: Melinda Roy  
Sent: Monday, March 21, 2016 3:50 PM  
To: Komal Shahani; Jj Litchford  
Cc: [REDACTED]; Kathryn J  
Stanfield; Stewart Oldfield  
Subject: RE: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Is there a way to prevent any activity in the account until the preauthorized debit has been reversed so that the account can be closed?

From: Komal Shahani  
Sent: Monday, March 21, 2016 10:35 AM  
To: Melinda Roy; Jj Litchford  
Cc: [REDACTED]; Kathryn J  
Stanfield; Stewart Oldfield  
Subject: RE: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Hi,

Since, the account has overdrawn and it's in OD for 8 days, so we would

require a financial teas either to wave or to charge fees with approval of business line manager.

Kind regards,  
Komal Shahani

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Process Supervisor

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Tel. [REDACTED]  
Mobile [REDACTED]  
Email [REDACTED]

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

From: Melinda Roy  
Sent: Monday, March 21, 2016 10:31 AM  
To: Komal Shahani; Jj Litchford  
Cc: '[REDACTED]'; Kathryn J  
Stanfield; Stewart Oldfield  
Subject: RE: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Komal,

This account has fraudulent transactions and was supposed to be closed last week. I am looking into why it was not closed.

From: Komal Shahani  
Sent: Monday, March 21, 2016 10:29 AM  
To: Jj Litchford; Melinda Roy  
Cc: [REDACTED]; Kathryn J Stanfield  
Subject: Account 35266976 Overdraft for 8 days- ACTION REQUIRED [I]

Classification: For internal use only

Hi,

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Earlier today we received an overdraft referral form from Operations. Please be aware that this account has been in an overdraft status from more than five business days and, therefore, should be charged a fee.

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

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Komal Shahani  
Process Supervisor

DBOI Global Services Private Limited  
COO Wealth Management Operations  
A-1 & A-2, Evolve - Mahindra Technology Park,  
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Tel. ( [REDACTED]  
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Please send all the Banking related Queires to our new Group E-mail ID  
[REDACTED]

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