

Subject: RE: DEUTSCHE BANK SUMMARY [I]
From: Amanda Kirby <[REDACTED]>
Date: Mon, 02 May 2016 09:39:36 -0400
To: Daphne Cales <[REDACTED]>,
Paul Morris <[REDACTED]>,
Aracely Sanchez <[REDACTED]>

Classification: For internal use only

Thanks Daphne

Aracely – Please see below

Best,
Amanda Kirby

{https://brandportal.intranet.db.com/img/modules/-DAWM_logo_metallic_46x46.gif}

Amanda Kirby

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Deutsche Bank Wealth Management
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{https://brandportal.intranet.db.com/img/modules/claim_en_rgb.gif}

Securities offered through Deutsche Bank Securities Inc.

From: Daphne Cales
Sent: Monday, May 02, 2016 7:55 AM
To: Paul Morris; Amanda Kirby
Subject: FW: DEUTSCHE BANK SUMMARY [I]

Classification: For internal use only

Good morning.

The below report is regarding a call that came in to the after-hours center. Please make sure to contact the client and confirm a new card was ordered. You will need to follow the Fraud procedures on your KOPs. Let me know if you have any questions.

Kind regards,
Daphne Cales

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

Daphne Cales
Director | Banking Services & Branch Manager

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

Customer name: [REDACTED]

Contact Phone Number: [REDACTED]

Account Number: [REDACTED]

Card Number: [REDACTED]

Time off Call: 6:35

Customer Issue – Brief Description: Card was blocked by fraud.

Steps Taken to Resolve Issue: Transferred the call to fraud.

Agent Name: LindaR..FIS