

Subject: FW: DEUTSCHE BANK SUMMARY [I]
From: Aracely Sanchez <[REDACTED]>
Date: Mon, 02 May 2016 11:33:11 -0400
To: Paul Morris <[REDACTED]>

Classification: For internal use only

Paul- Spoke to Jennifer this morning. All transactions have been reviewed and we have determined there has been no fraudulent activity. Reason she called was because she was in Paris and her card was declined as she did not let the bank know she would be out of the country. I submitted a ticket to unblock the card and not issue new card.

Kind regards,
Aracely

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Aracely Sanchez
Vice President

Deutsche Bank Trust Company Americas
Deutsche Bank Wealth Management
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Securities offered through Deutsche Bank Securities Inc.

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From: Amanda Kirby
Sent: Monday, May 02, 2016 9:40 AM
To: Daphne Cales; Paul Morris; Aracely Sanchez
Subject: RE: DEUTSCHE BANK SUMMARY [I]

Classification: For internal use only

Thanks Daphne

Aracely – Please see below

Best,
Amanda Kirby

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Amanda Kirby

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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

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Daphne Cales
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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