

Subject: RE: DEUTSCHE BANK SUMMARY [I]
From: Paul Morris <[REDACTED]>
Date: Mon, 02 May 2016 12:59:39 -0400
To: Aracely Sanchez <[REDACTED]>

Thanks very much Aracely

-----Original Message-----

From: Aracely Sanchez
Sent: Monday, May 02, 2016 11:33 AM Eastern Standard Time
To: Paul Morris
Subject: FW: DEUTSCHE BANK SUMMARY [I]

> 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

{cid:image009.png@01D1A466.67C46A40}

Aracely Sanchez
Vice President

Deutsche Bank Trust Company Americas
Deutsche Bank Wealth Management
345 Park Avenue, 24th Floor
New York, NY 10154-0004
Tel. [REDACTED]
Fax [REDACTED]
Email [REDACTED]

Securities offered through Deutsche Bank Securities Inc.

{cid:image010.png@01D1A466.67C46A40}

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

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

Amanda Kirby

Deutsche Bank Trust Company Americas
Deutsche Bank Wealth Management
345 Park Avenue, 10154-0004 New York, NY, USA
Tel. [REDACTED]
Fax [REDACTED]
Email [REDACTED]

{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

Deutsche Bank Trust Company Americas
Lending & Deposits
345 Park Avenue, 10154-0004 New York, NY, USA
Tel. [REDACTED]
Fax [REDACTED]
Mobile [REDACTED]
Email [REDACTED]

{<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