

**From:** Lesley Groff <[REDACTED]>  
**To:** "Burns, Jen" <[REDACTED]>  
**Cc:** Ike Groff <[REDACTED]>, "Pombo, Mario" <[REDACTED]>  
**Subject:** Re: \$15 Incoming Wire Fee?  
**Date:** Tue, 02 Jul 2013 14:19:44 +0000

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Hi Jen...I just logged on to our account and I still do not see the \$15 for the incoming wire fee credited back to our account? Could you please check in to this for us?

Thanks, Lesley

On Jun 26, 2013, at 10:06 AM, Burns, Jen wrote:

> Hi Ike,  
>  
> Thank you so much for that information, I've been able to confirm that going forward- we will waive all incoming wire fees. As I mentioned, I will take care of crediting that \$15 fee back to the account today.

>  
> Thank you,  
> Jennifer

>  
> Jennifer Burns  
> Assistant Branch Manager  
> The Bank of New Canaan  
> 208 Elm Street New Canaan, CT

> -----Original Message-----

> From: Ike Groff [mailto:[REDACTED]]  
> Sent: Wednesday, June 26, 2013 10:03 AM  
> To: Burns, Jen; Lesley Groff; Pombo, Mario  
> Subject: RE: \$15 Incoming Wire Fee?

> Hi Jen,

> We will have very few wires. Less than one per month. in fact I think less the six per year.

> Ike

> -----Original Message-----

> From: Burns, Jen [mailto:[REDACTED]]  
> Sent: Wednesday, June 26, 2013 10:00 AM  
> To: Lesley Groff; Pombo, Mario  
> Cc: Ike Groff  
> Subject: RE: \$15 Incoming Wire Fee?

> Hi [REDACTED],

> I apologize for the delay; I did speak with my manager regarding your request and we should be able to waive incoming wire charges however I just need a bit more information. I see that you've only had one wire come into this account so far- do you know on a monthly basis about how many wires you would be receiving? I will take care of crediting the fee back to your account today, and if you could please let me know about how many wires you would be expecting I should have an answer for you today regarding waiving all incoming wire transfer

fees.

>

> Thank you,

> Jen

>

> Jennifer Burns

> Assistant Branch Manager

> The Bank of New Canaan

> 208 Elm Street New Canaan, CT

> [REDACTED]

>

>

>

> -----Original Message-----

> From: Lesley Groff [mailto:[REDACTED]]

> Sent: Wednesday, June 26, 2013 9:56 AM

> To: Pombo, Mario; Burns, Jen

> Cc: Ike Groff

> Subject: \$15 Incoming Wire Fee?

>

> Good morning Jen and Mario. I sent you both an email yesterday regarding the \$15 we were charged for an incoming wire ...I have yet to hear back from either of you....could one of you please check out the possibility of getting this \$15 credited back to our account? I had no idea you charged us for an incoming wire....If this is the case, I will be sure we only send you checks or send the wire to our other bank if it is my only option..

>

> Thanks, Lesley Groff

> [REDACTED]

>

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> \_\_\_\_\_  
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