

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 14:29:17 +0000

tremendous! appreciate you following up for us.

On Jul 2, 2013, at 10:27 AM, Burns, Jen wrote:

> Hi Lesley,
>
> I did send paperwork upstairs to waive that fee; I will double check with our operations
department and make sure it is credited back today.
>
> Thanks,
> 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: Tuesday, July 02, 2013 10:20 AM
> To: Burns, Jen
> Cc: Ike Groff; Pombo, Mario
> Subject: Re: \$15 Incoming Wire Fee?

> 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
>> [REDACTED]
>>
>>
>>
>>

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

>> From: Ike Groff [mailto: [REDACTED]]
>> Sent: Wednesday, June 26, 2013 10:03 AM
>> To: Burns, Jen; [REDACTED]; 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 Lesley,
>>
>> 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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