

From: Ike Groff <[REDACTED]>
To: "Burns, Jen" <[REDACTED]>, Lesley Groff <[REDACTED]>, "Pombo, Mario" <[REDACTED]>
Subject: RE: \$15 Incoming Wire Fee?
Date: Wed, 26 Jun 2013 14:07:05 +0000

Thank you

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

From: Burns, Jen [mailto:[REDACTED]]
Sent: Wednesday, June 26, 2013 10:07 AM
To: Ike Groff; Lesley Groff; Pombo, Mario
Subject: RE: \$15 Incoming Wire Fee?

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
Ph. [REDACTED]

-----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 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]

This e-mail and any files transmitted with it are confidential and intended only for the person or entity to which it is addressed. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this e-mail and any attachment(s) is strictly prohibited. If you have received this e-mail in error please immediately notify the sender at 203-302-7300 or by replying to this e-mail and delete the e-mail and any attachment(s) from your system. Nothing herein shall be construed as a financial promotion to any person or persons, or a solicitation or recommendation to buy or sell any security or other investment or to engage in any trading strategy. Information presented is from sources believed to be reliable, but is not guaranteed to be accurate or complete. This information should not be taken as an offer nor as a solicitation of an offer to buy or sell securities or other financial instruments. Email transmission cannot be guaranteed to be secure, timely or error free. Tourmaline Partners, LLC may review and store both incoming and outgoing messages. Use by other than the intended recipients is prohibited.

This e-mail and any files transmitted with it are confidential and intended only for the person or entity to which it is addressed. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this e-mail and any attachment(s) is strictly prohibited. If you have received this e-mail in error please immediately notify the sender at 203-302-7300 or by replying to this e-mail and delete the e-mail and any attachment(s) from your system. Nothing herein shall be construed as a financial promotion to any person or persons, or a solicitation or recommendation to buy or sell any security or other investment or to engage in any trading strategy. Information presented is from sources believed to be reliable, but is not guaranteed to be accurate or complete. This information should not be taken as an offer nor as a solicitation of an offer to buy or sell securities or other financial instruments. Email transmission cannot be guaranteed to be secure, timely or error free. Tourmaline Partners, LLC may review and store both incoming and outgoing messages. Use by other than the intended recipients is prohibited.