

**From:** J <jeevacation@gmail.com>

**To:** Bella Klein <[REDACTED]>

**Subject:** Re: LSJE xxx9295 Wire on Jan 31st!!!

**Date:** Wed, 13 Feb 2019 19:50:26 +0000

**Inline-Images:** image003.png; image004.png

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On Wed, Feb 13, 2019 at 2:49 PM Bella Klein <[REDACTED]> wrote:

[REDACTED] called with request to send her WU as her bank informed her that it might take up to 10 days for the money to be deposited to her account. Please advise:

1. Send WU and recall wire
2. Send WU and wire.
3. Wait for wire to be deposited to the account.

Thank you,  
Bella

[REDACTED]

Tel: [REDACTED]

On Feb 12, 2019, at 11:57 AM, Bella Klein <[REDACTED]> wrote:

Jeffrey,

I was able to chat with [REDACTED] this morning. She contacted her bank and noticed that she misspelled her bank account name. I forwarded corrected information to the bank.

Thank you,  
Bella

[REDACTED]

[REDACTED]

On Feb 12, 2019, at 11:01 AM, Bella Klein <[REDACTED]> wrote:

Below please find bank respond to the wire to [REDACTED]. Please advise if to wait 1-2 days for wire transfer completion or send WU today.

Thank you,  
Bella

[REDACTED]

Begin forwarded message:

**From:** Brigid Macias <[REDACTED]>  
**Subject:** RE: Re:LSJE xxx9295 Wire on Jan 31st!!!  
**Date:** February 12, 2019 at 10:51:43 AM EST  
**To:** Bella Klein <[REDACTED]>  
**Cc:** Richard Kahn <[REDACTED]>, Stewart Oldfield <[REDACTED]>

Good Morning,

As per our conversation, foreign wires can take up to 10 business days to be received on the other side. Its not always the case it takes this long, but we have to manage expectations. Its highly unlikely the wire will be received in a day or two to an overseas account.

The wire was initiated on Thursday, 1/31/19. We followed up with you on the following Wednesday, 2/6 as the wire was being held up due to bank being unable to apply the funds accordingly. An amendment was sent the same day and a request was sent to our operations team to provide confirmation on receipt of funds.

You have mentioned a recall, which I initially advised you not to because that request could take 10 or more business days for the funds to be returned. There is a chance the client will have already received the funds while the recall is being processed, causing a debit in the beneficiaries account.

You have mentioned sending a new wire, which I initially advised you not to because that request could again take up to 10 business days. There is a chance the beneficiary will receive the first wire while you send the second wire. You will have to go back to your beneficiary and ask for those funds back, which again takes time.

When we send tracers out or amendments for wires out to a foreign bank, we are truly at the mercy of waiting for a response from the other side. No matter how many messages we send out to the other bank, we have to wait for a response.

I understand your frustration and I apologize this has taken so much of your time and effort to get this finalized, but I can assure you we are doing everything we can to make sure the payment is received.

I just received notification Alfa Bank cannot apply the funds as the beneficiary account name is incorrect. They cannot match the account number with the account name provided.

I am happy to reach out to your beneficiary if you would be so kind as to provide their contact information. I can of course CC you on any communication I send.

Kind regards,  
Brigid Macias



**Brigid Macias**  
Assistant Vice President

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Deutsche Bank Wealth Management  
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[New York, NY 10154](#)

Tel. [REDACTED]  
Fax [REDACTED]  
Email [REDACTED]

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**From:** Bella Klein [mailto: [REDACTED]]  
**Sent:** Tuesday, February 12, 2019 10:10 AM  
**To:** Brigid Macias < [REDACTED] >  
**Cc:** Richard Kahn < [REDACTED] >; Stewart Oldfield < [REDACTED] >  
**Subject:** Re:LSJE xxx9295 Wire on Jan 31st!!!

Brigid,  
Please follow up on the wire that was sent on January 31st in the amount of \$700 to [REDACTED]  
from LSJE acc [REDACTED]. It is 9 business days since we sent it, must be an update on the status.

Thank you,  
Bella

[REDACTED]  
Tel: [REDACTED]

On Feb 6, 2019, at 5:29 PM, Brigid Macias < [REDACTED] > wrote:

No don't recall because they can take up to 10 business days for a response.

Just give it a little more time, we have all the amended instructions so it should be fine.

I will keep you posted if I hear anything.

Kind regards,  
Brigid Macias



**Brigid Macias**  
Assistant Vice President

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Email: [REDACTED]

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**From:** Bella Klein [mailto: [REDACTED]]  
**Sent:** Wednesday, February 06, 2019 5:28 PM  
**To:** Brigid Macias < [REDACTED] >  
**Subject:** Re: On a call, sorry! Email me since I dont know how long I will be :(

EFTA01029592

Ok, if we don't hear from them by tomorrow should we recall it and I will redo?

Thank you,

Bella

On Feb 6, 2019, at 5:18 PM, Brigid Macias <[REDACTED]> wrote:

Hi,

The amendment goes out to the bank on the other side and we are at the mercy of them for a response.

Kind regards,  
Brigid Macias

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<image001.png>

**Brigid Macias**  
Assistant Vice President

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**From:** Bella Klein [[mailto:\[REDACTED\]](mailto:[REDACTED])]  
**Sent:** Wednesday, February 06, 2019 5:05 PM  
**To:** Brigid Macias <[REDACTED]>  
**Subject:** Re: On a call, sorry! Email me since I dont know how long I will be :(

Brigid,  
Still no reply from the team  
Thank you,  
Bella

[REDACTED]  
Tel: [REDACTED]

On Feb 6, 2019, at 1:33 PM, Brigid Macias <[REDACTED]> wrote:

Don't do anything yet, I don't want it to be duplicated.

Kind regards,  
Brigid Macias

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<image002.png>

**Brigid Macias**  
Assistant Vice President

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[24th Floor](#)  
[New York, NY 10154](#)

Tel. [REDACTED]

Fax [REDACTED]

Email [REDACTED]

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**From:** Bella Klein [mailto:[REDACTED]]

**Sent:** Wednesday, February 06, 2019 1:32 PM

**To:** Brigid Macias <[REDACTED]>

**Subject:** Re: On a call, sorry! Email me since I dont know how long I will be :(

no problem, just wanted to ask if it would be easier to redo the wire?

Thank you,

Bella

[REDACTED]  
Tel: [REDACTED]

On Feb 6, 2019, at 1:30 PM, Brigid Macias <[REDACTED]> wrote:

Kind regards,  
Brigid Macias

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<image002.png>

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