

To: Caroline Kitidis [REDACTED],
Date: 08/12/2014 03:55 PM
Subject: Re: Fw: Indicative Levels - USDCNH 1yr Options [I]

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Caroline, i have spared you and others all the emails about mistakes and i have taken the brunt of the complaints and managed the relationship, i have not set up the call on the put yet hence it was never set up, he's not responding sometimes because of his experience, any client would do the same, let's talk off line.

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From: Caroline Kitidis/db/dbcom
To: Paul Morris/db/dbcom@DBAMERICAS,
Cc: Andrew Gallivan [REDACTED], [REDACTED]
Date: 08/12/2014 03:33 PM
Subject: Re: Fw: Indicative Levels - USDCNH 1yr Options [I]

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Agree - not good enough. Having said that, there are mistakes that are made and we can't nit pick each one of them. Jeffreys experience hasnt been optimal, and with the addition of new coverage, this will change. Having said that, we need to manage him better as well, has to be a better 2 way dialogue. We had a call with him last week that he canceled on Put opportunity. There are multiple times where he doesnt respond etc. So in general we need the flow to be better both ways.

Kind regards,

Caroline Kitidis

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