

Cash Inquiry

Institutional Cash Management - Product factsheet

Deutsche Bank's reputation as a premier cash clearer is built on our thorough understanding of the business needs of our clients. This understanding has enabled us to build a comprehensive array of wire transfer products and services designed to accommodate the specialised requirements of transactions and maximise the value of our clients' business with us.

At Deutsche Bank, we understand the importance of exceptional client service. The *Cash Inquiry* App is offered as a single point of entry into our internal client investigation and inquiry system.

Cash Inquiry

Deutsche Bank's inquiry tool on Autobahn App Market for real-time transaction research, tracking payments and handling investigations around the clock allows the user to:

1. View transactions, messages and advices
2. Initiate and check payment investigations
3. Lower exception and investigation costs

Selected product features and benefits

Case management

- Online case creation and correspondence with Deutsche Bank
- Initiate case actions such as investigations, amendments and cancellations
- Track progress of current and historical investigation cases
- View transaction details
- Search for pending, resolved or closed cases
- Amend messages to cases

Scope

- High Value payments & receipts in New York, Frankfurt and London
 - MT103, MT202, *FX4Cash* and SEPA transactions
 - All offered currencies
 - Related messages, instructions and advices
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Selected product features and benefits (continued)

Convenience

- Online access via the Autobahn App Market
 - Six month information history
 - Individual case numbers for easy reference
 - Compensation calculation
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MIS reporting

- Volumes and types of investigations
 - Performance reporting
 - Time of resolutions
 - User activities including IP-connectivity
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Security

- Enhanced security using latest PKI standards and smartcards
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BM0305/Cash Inquiry