



Foreign Exchange Services Contact Guide

Table of Contents

Foreign Exchange Operations (FX)	2
FX Leadership and Subject Matter Experts	2
FX Middle Office	3
FX Readiness and Business Analyst Support	5
FX Reconciliation Exceptions	6
FX Investigations	7
FX Settlements	8
International Remittance	10
International Client Services	11
FX and GTSS Onboarding	11
FX and DPG Client Support	12
International Wire Investigations	14
Derivatives and FX Compliance Support	16
Swap Data Reporting	16
Economic Sanctions Screening	18
Process Monitoring & Document Management	19



Foreign Exchange Operations (FX)

FX Leadership and Subject Matter Experts

Team Member	Role	Location	Contact Details
Anita Avant	FX Operations Group Manager	Home Based - GA	anita.hurd@usbank.com
Derek Rosenberg	FX Operations Manager	Home Based - PA	derek.rosenberg@usbank.com
Kendall Wilson	FX Operations Manager	Home Based - GA	kendall.wilson@usbank.com
Samantha Turner	FX Operations Manager	Home Based - GA	samantha.turner@usbank.com
Kristina Broome	Business Intel Architect	Home Based - GA	kristina.broome@usbank.com
Randy Noren	Business Intel Architect	Home Based - IL	randal.noren@usbank.com

Hours of Operation: 7:30 a.m. – 7:30 p.m. CST

Systems Support: FXSystemSupport@usbank.com

Team Functions

Maintain systems static data
Support FX projects and application deployment



FX Middle Office

Team Member	Role	Location	Contact Details
Anita Avant	FX Operations Group Manager	Home Based - GA	anita.hurd@usbank.com
Derek Rosenberg	FX Operations Manager – FX Middle Office	Home Based - PA	derek.rosenberg@usbank.com
Christian Bautista	Business Ops Analyst	Home Based - IL	christian.bautista@usbank.com
Dustin Mullins	Business Ops Analyst	Hybrid – MN	dustin.mullins@usbank.com
Lisa Hario	Business Ops Analyst	Hybrid – MN	elizabeth.hario@usbank.com
Ernest Burnham	Business Ops Analyst	Home Based - NM	ernest.burnham@usbank.com
Humaira Saliha	Business Ops Analyst	Hybrid – MN	humaira.saliha@usbank.com
Joshua Peterson	Business Ops Analyst	Hybrid – MN	joshua.peterson4@usbank.com
Victor Kumar	Business Ops Analyst	Home Based - IL	victor.kumar@usbank.com
Nadya Ustina	Business Ops Analyst	Home Based - NC	nadya.ustina@usbank.com
Sione Manoa Jr	Business Technology Analyst	Home Based - CA	sione.manoajr@usbank.com
Cassandra Bevacqua	Global Trade/FX Operations Associate	Home Based - WI	cassandra.bevacqua@usbank.com
Kongpheng Thao	Global Trade/FX Operations Associate	Hybrid – MN	kongpheng.thao1@usbank.com
Kyle Gilpin	Global Trade/FX Operations Associate	Home Based - AZ	kyle.gilpin@usbank.com



Hours of Operation: 7:00 a.m. – 7:00 p.m. CST

FX Payments Mailbox: FXPayments@usbank.com

FX Middle Office Mailbox: FXMiddleOffice@usbank.com

Swift Support: InternationalSwiftSupport@usbank.com

Team Functions

Audit requests & reconciling
Options queries
Client limits
MTM requests
MT103 incoming swift messages
FCLA transfers
Support daily SWIFT messaging activities for FX,
Remittance, GDS, Trust, and Wires



FX Readiness and Business Analyst Support

Team Member	Role	Location	Contact Details
Anita Avant	FX Operations Group Manager	Home Based - GA	anita.hurd@usbank.com
Samantha Turner	FX Operations Manager	Home Based - GA	samantha.turner@usbank.com
Aaron Stark	Business Technology Analyst	Hybrid - MN	aaron.stark@usbank.com
Andres Rivas	Business Ops Analyst	Home Based - GA	andres.rivas@usbank.com
Asia Vang	Business Ops Analyst	Hybrid - MN	asia.vang@usbank.com
Cynthia Hudson	Business Technology Analyst	Home Based - OR	cynthia.hudson@usbank.com
Katie Lundquist	Business Technology Analyst	Home Based - MN	katie.lundquist@usbank.com
Whitney Tetzlaff	Business Technology Analyst	Home Based - WI	whitney.tetzlaff@usbank.com

Hours of Operation: 7:30 a.m. – 7:30 p.m. CST

Distribution Group Email: FXBusinessAnalystSupport@usbank.com

Team Functions

- Maintain systems static data
- Support FX projects and application deployment
- FX Services SharePoint Administration



FX Reconciliation Exceptions

Team Member	Role	Location	Contact Details
Anita Avant	FX Operations Group Manager	Home Based - GA	anita.hurd@usbank.com
Kendall Wilson	FX Operations Manager	Home Based - GA	kendall.wilson@usbank.com
Dawn McNamara	Business Ops Analyst	Home Based - IL	dawn.mcnamara@usbank.com
Jayme Luft	Business Ops Analyst	Home Based - WI	jayme.miller@usbank.com
Mary Davis	Business Ops Analyst	Home Based - IL	mary.davis@usbank.com
Brandi Culbreth	Global Trade/FX Operations Associate	Home Based - GA	brandi.culbreth@usbank.com
Tracey Darden	Global Trade/FX Operations Associate	Home Based - OR	tracey.darden@usbank.com
Tracy Eatmon	Global Trade/FX Operations Associate	Hybrid - MN	tracy.eatmon1@usbank.com
Luis Montiel	Global Trade/FX Operations Associate	Hybrid – MN	luis.montielmontiel@usbank.com

Hours of Operation: 7:00 a.m. – 5:00 p.m. CST

Shared Mailbox: FXReconExceptions@usbank.com

Team Functions

- Reconcile and research open items from daily exception reports
- Send SWIFT messages for Investigations
- Clear aged items with SLA within 90 days



FX Investigations

Team Member	Role	Location	Contact Details
Anita Avant	FX Operations Group Manager	Home Based - GA	anita.hurd@usbank.com
Kendall Wilson	FX Operations Manager	Home Based - GA	kendall.wilson@usbank.com
Bradley Bouxsein	Global Trade/FX Operations Senior Specialist	Home Based - IL	bradley.bouxsein@usbank.com
Laila Doherty	Global Trade/FX Operations Associate	Home Based - OR	laila.doherty@usbank.com
Lisa LeMay	Global Trade/FX Operations Associate	Hybrid - MN	lisa.lemay@usbank.com
Emily Plaza	Global Trade/FX Operations Associate	Home Based - IL	emily.plaza@usbank.com
Gordon Mogaka	Global Trade/FX Operations Associate	Hybrid - MN	gordon.mogaka1@usbank.com

Hours of Operation: 7:00 a.m. – 5:00 p.m. CST

Shared Mailbox: FXInvestigations@usbank.com

Team Functions

Post-settlement inquiries
Non-receipt of funds
Amendments
Recalls
Tracking outgoing payments



FX Settlements

Team Member	Role	Location	Contact Details
Anita Avant	FX Operations Group Manager	Home Based - GA	anita.hurd@usbank.com
Arianna Ahumada	FX Operations Manager – FX Settlements	Hybrid – MN	arianna.ahumada@usbank.com
Ana Rios	Global Trade/FX Operations Associate	Home Based - CA	ana.rios@usbank.com
Christina O’Connell	Global Trade/FX Operations Associate	Home Based - CA	christina.oconnell@usbank.com
Douglas Kwok	Global Trade/FX Operations Associate	Home Based - CA	douglas.kwok@usbank.com
Alondra Herrera	Global Trade/FX Operations Associate	Home Based - IL	alondra.herrera@usbank.com
Veronica Van Quick	Global Trade/FX Operations Associate	Home Based - OR	veronica.vanquick@usbank.com
Amy Dawson	Global Trade/FX Operations Associate	Home Based - OR	amy.dawson@usbank.com
Arthur Brownlea	Global Trade/FX Operations Associate	Home Based - OR	arthur.brownlea@usbank.com
Chris Thomas	Global Trade/FX Operations Associate	Hybrid – MN	christopher.thomas@usbank.com
David Luczak	Global Trade/FX Operations Associate	Hybrid – MN	david.luczak@usbank.com
Dixie Canas	Global Trade/FX Operations Associate	Home Based - CA	dixie.canas2@usbank.com
Kimberly Johnson	Global Trade/FX Operations Associate	Home Based - OR	kimberly.johnson9@usbank.com
Mary Young-Lai	Global Trade/FX Operations Associate	Home Based - IL	mary.younglai@usbank.com



Team Member	Role	Location	Contact Details
Melissa Lin	Global Trade/FX Operations Associate	Home Based - OR	melissa.lin@usbank.com
Syed Haque	Global Trade/FX Operations Associate	Home Based - WI	syed.haque@usbank.com
Tyler Kiage	Global Trade/FX Operations Associate	Hybrid – MN	tyler.kiage@usbank.com
Zach Wilson	Global Trade/FX Operations Associate	Home Based - CA	zachary.wilson2@usbank.com

Hours of Operation: 6:30 a.m. – 6:00 p.m. CST

Shared Mailbox: FXSettlementInstructions@usbank.com

Team Hotline: 866-809-6462 – Option 1

Team Functions

- Review, amend, and input settlement instructions for existing trades
- Netting requests
- Abrogations
- Confirmation matching
- Phone confirmations
- Ad-hoc settlement requests
- General questions for existing, pre-settlement trades



International Remittance

Team Member	Role	Location	Contact Details
Anita Avant	FX Operations Group Manager	Home Based - GA	anita.hurd@usbank.com
Samantha Turner	FX Operations Manager	Home Based - GA	samantha.turner@usbank.com
Brooke Kelley	International Remittance Specialist	Oshkosh, WI	brooke.klemann@usbank.com
Luke Stelloh	International Remittance Specialist	Oshkosh, WI	luke.stelloh@usbank.com
Melissa Baier	International Remittance Specialist	Oshkosh, WI	melissa.baier@usbank.com
Zachary Colford	International Remittance Specialist	Oshkosh, WI	zachary.colford1@usbank.com
Gage Schultz	International Remittance Specialist	Oshkosh, WI	gage.schultz@usbank.com

Hours of Operation: 7:30 a.m. – 4:00 p.m. CST

Shared Mailbox: IntlRemittance@usbank.com

Team Hotline: 612-303-7400

Team Functions

Foreign check deposits, clean collections, return items
FCLA transfers (RBC)



International Client Services

FX and GTSS Onboarding

Team Member	Role	Location	Contact Details
Shari Musselman	Operations Group Manager	Home Based – WI	shari.musselman@usbank.com
Angelina Zupraner	Operations Manager	Home Based – WA	angelina.zupraner@usbank.com
MC Amaihe	Business Ops Analyst	Home Based – GA	mclawrence.amaihe@usbank.com
Anuradha Iyer	Business Ops Analyst	Home Based – WA	anuradha.iyer@usbank.com
Grace Bracy	Global Trade/FX Operations Associate	Home Based – PA	grace.bracy1@usbank.com
Redzifa Grahovic	Global Trade/FX Operations Associate	Home Based – MO	redzifa.grahovic@usbank.com
George Williams	Global Trade/FX Operations Associate	Home Based – NC	george.williams2@usbank.com
Frank Sheremetta	Global Trade/FX Operations Associate	Home Based – IN	frank.sheremetta@usbank.com
Jonathan Mutai	Global Trade/FX Operations Specialist	Home Based – MN	jonathan.mutai@usbank.com

Hours of Operation: 8:00 a.m. – 5:00 p.m.

Shared Mailbox: TradeCustomerServices@usbank.com

Team Hotline: 833-608-6571



FX and DPG Client Support

Team Member	Role	Location	Contact Details
Shari Musselman	Operations Group Manager	Home Based – WI	shari.musselman@usbank.com
Christopher Christenson	Operations Manager	Hybrid – MN	christopher.christenson@usbank.com

FX & DPG Client Services - Analysts

Team Member	Role	Location	Contact Details
Daniel Bautista	Business Ops Analyst	Home Based – IL	daniel.bautista@usbank.com
Jennifer Panyathip	Business Ops Analyst	Home Based - OK	jennifer.panyathip2@usbank.com

FX & DPG Client Services – Help Desk

Team Member	Role	Location	Contact Details
Douglas Kilgo	Business Technology Analyst	Home Based - TX	douglas.kilgo@usbank.com
John Matiska	Business Technology Analyst	Hybrid – MN	john.matiska@usbank.com

FX & DPG Client Services – Static Data

Team Member	Role	Location	Contact Details
Jill Luzin	Global Trade/FX Operations Specialist	Home Based – IL	jill.luzin@usbank.com
Kimberly Ray-Johnson	Global Trade/FX Operations Associate	Home Based – IL	kimberly.rayjohnson@usbank.com
Ricky Brinkmann	Global Trade/FX Operations Junior Associate	Home Based – WI	ricky.brinkmann@usbank.com



Team Member	Role	Location	Contact Details
Teresa Witzak	Global Trade/FX Operations Junior Associate	Home Based – WI	teresa.witzak@usbank.com
Rosa Crisman	Global Trade/FX Operations Junior Associate	Home Based – OR	rosa.crisman@usbank.com
Jill Stiebs	Global Trade/FX Operations Junior Associate	Home Based - WI	jill.stiebs1@usbank.com
Nikki Blacic	Global Trade/FX Operations Junior Associate	Home Based - OR	kaniknan.blacic@usbank.com

Hours of Operation

Analysts: 8:00 a.m. – 4:30 p.m. CT
 Help Desk: 8:00 a.m. – 5:00 p.m. CT
 Static Data: 7:30 a.m. – 4:00 p.m. CT

Shared Mailboxes

Analysts: FXClientServices@usbank.com
 Help Desk: iboss@usbank.com

Team Hotlines

Help Desk: 800-608-6571
 Static Data: 866-809-6462 Option 3

Team Functions

Analysts

FX Operations client support
 Markets Portal demos and training
 Specialized FX assistance
 FCA/DDA wiring instructions
 Client complaints
 Mass client communication
 Escalations

Static Data

Client data maintenance
 Client onboarding
 DDA, FCA, FCLA, FCTD setup
 Instruction setup
 NDF confirmations
 Confirmation monitoring
 FCA/FCTD statement requests

Help Desk

U.S. Bank Markets Portal system support
 User access



International Wire Investigations

Team Member	Role	Location	Contact Details
Shari Musselman	Operations Group Manager	Home Based – WI	shari.musselman@usbank.com
Laura Darnell	Operations Manager	Home Based – WA	laura.darnell@usbank.com
Heather Bradley	Customer Care Specialist	Hybrid – MN	heather.bradley1@usbank.com
Gregory Burris	Customer Care Specialist	Home Based – OR	gregory.burris@usbank.com
Tiara Carter	Customer Care Specialist	Home Based – MO	tiara.carter@usbank.com
Lisa Crotty	Customer Care Specialist	Hybrid – MN	lisa.crotty@usbank.com
Rachelle Flores	Customer Care Specialist	Home Based – AZ	rachelle.flores@usbank.com
Lidia Holgin	Customer Care Specialist	Hybrid – MN	lidia.holgin@usbank.com
Dezaree Ruiz	Customer Care Specialist	Home Based – WA	dezaree.ruiz@usbank.com
Edward Cortes	Business Ops Analyst	Home Based – AZ	edward.cortes@usbank.com
Gordon Mogaka	Global Trade/FX Operations Associate	Hybrid – MN	gordon.mogaka1@usbank.com
Jordan Powell	Treasury Management Integration Specialist	Home Based – OR	jordan.powell@usbank.com
Michael Mendoza	Wire Transfer Specialist	Home Based – AZ	michael.mendoza1@usbank.com



Hours of Operation: 7:00 a.m. – 5:00 p.m. CST

Team Functions

Post-settlement inquiries
Non-receipt of funds
Amendments
Recalls
Tracking outgoing payments
Account reconciliation



Derivatives and FX Compliance Support

Swap Data Reporting

Team Member	Role	Location	Contact Details
Chris VanHuyse	Derivatives and FX Compliance Manager	Home Based - MO	christopher.vanhuyse@usbank.com 314-550-1901
Okelo Bristol	FX Operations Group Manager	Home Based - GA	okelo.bristol@usbank.com
Dhanashree Achlerkar	SDR Business Process Advisor	Home Based - IL	dhanashree.achlerkar1@usbank.com
Melanie Walter	SDR Business Process Advisor	Home Based - FL	melanie.walter@usbank.com
Nancy Ramirez-Stoll	SDR Business Process Advisor	Home Based - IL	nancy.ramirez@usbank.com
Elizabeth Griffin	Business Risk Professional	Home Based - OR	elizabeth.griffin@usbank.com
Jonathan Cheney	Business Risk Professional	Home Based - GA	jonathan.cheney@usbank.com
Heather Freitag	Business Risk Professional	Hybrid – MN	heather.freitag@usbank.com
Maureen Gomez	Business Risk Professional	Home Based - OR	maureen.gomez@usbank.com
Regina Carter	Business Risk Professional	Home Based - FL	regina.carter@usbank.com
Starla Kilcup	Business Risk Professional	Home Based - OR	starla.kilcup@usbank.com
Valeria Rock	Business Risk Professional	Hybrid – MN	valeria.rock@usbank.com
Jeff Mistrata	Business Risk Professional	Home Based - IL	jeff.mistrata@usbank.com



Team Member	Role	Location	Contact Details
Melissa Dundon	Business Risk Professional	Home Based - NC	melissa.dundon@usbank.com

Hours of Operation: 7:30 a.m. – 4:30 p.m. CST

Shared Mailbox: DFXComplianceSupport@usbank.com

Team Functions

Oversees the Swap Data Reporting control framework for both FX and DPG

Ensures accurate trade reporting to DTCC

Performs relevant monitoring and reconciliation activities



Economic Sanctions Screening

Team Member	Role	Location	Contact Details
Chris VanHuyse	Derivatives and FX Compliance Manager	Home Based - MO	christopher.vanhuyse@usbank.com 314-550-1901
Meghann Masters	FX Operations Group Manager	Hybrid – MN	meghann.masters@usbank.com
Alison Vang	Business Risk Specialist	Hybrid – MN	alison.vang@usbank.com
Barbara Gould	Business Risk Specialist	Home Based – MN	barbara.gould@usbank.com
Demba Ndiath	Business Risk Specialist	Home Based - OH	demba.ndiath1@usbank.com
Sam Patel	Business Risk Professional	Home Based - IL	samir.patel1@usbank.com
Timothy Maras	Business Risk Specialist	Hybrid – MN	timothy.maras@usbank.com

Hours of Operation: 8:00 a.m. – 4:30 p.m. CST

Shared Mailbox: IRandFXInfoRequests@usbank.com

Team Functions

Performs manual screening of FX and IR transactions

Provides additional information to ESS CoE to support sanctions adjudication



Process Monitoring & Document Management

Team Member	Role	Location	Contact Details
Chris VanHuyse	Derivatives and FX Compliance Manager	Home Based - MO	christopher.vanhuyse@usbank.com 314-550-1901
Lauren Pagel	FX Operations Group Manager	Home Based - MO	lauren.pagel@usbank.com
Alex Hosman	BL Regulatory Review Rep	Home Based - AZ	alexander.hosman@usbank.com
Angela Sennhenn	BL Regulatory Review Rep	Home Based - WI	angela.sennhenn@usbank.com
Amanda Lake	BL Regulatory Review Rep	Home Based - MO	amanda.lake@usbank.com
Dina Marino (Thompson)	BL Regulatory Review Rep	Home Based - MO	dina.marino@usbank.com
Laura Weimert	BL Regulatory Review Rep	Hybrid – MN	laura.weimert@usbank.com
Nicole Tarpley	BL Regulatory Review Rep	Home Based - MO	nicole.tarpley@usbank.com
Paul Mannone	Business Ops Analyst	Home Based - IL	paul.mannone@usbank.com
Shelby Kopchik	BL Regulatory Review Rep	Home Based - WI	shelby.kopchik@usbank.com
Zachary Prestridge	Business Ops Analyst	Home Based - SC	zachary.prestridge1@usbank.com

Hours of Operation: 8:00 a.m. – 4:30 p.m. CST

Process Monitoring Mailbox:
FXProcessMonitoring@usbank.com

Document Management Mailbox:
FXDocumentManagement@usbank.com

Team Functions

Facilitates audit and regulatory exam requests

Performs sample testing of operational processes
for quality assistance purposes

Primary Compliance Approval Tool (CAT)
submitter

Partners with procedures owners, SMEs, and
multiple risk partners in an effort to maintain
procedure compliance