

Risk — Inbox Document

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Risk — Morning Update Thread

From: G. Davies (Team Lead)

To: Risk Team

Date: 2026-03-28 08:30

Subject: Daily update + action items

Morning team,

Quick update on where we stand. We have 5 items needing attention today:

- Chargeback Spike for Nexus Dynamics: Status is "Under-Review". Needs follow-up by Friday.
- Adverse Media for Phoenix Arc Consulting: Status is "Closed". Awaiting response from merchant.
- Adverse Media for Crestview Properties: Status is "New". Needs follow-up by Friday. URGENT — deadline approaching.
- Regulatory for Kade –æ–7GnÒ erný: Status is "New". Needs follow-up by Friday.
- Regulatory for Knihkupectví Král: Status is "New". Awaiting response from merchant.

Also flagging that Nexus Dynamics has come up 3 times this week across different Chargeback Spike and Volume Anomaly items. Might be worth looking at whether there's an underlying pattern here.

Q. Harris is on leave until Tuesday, so L. Green is covering their queue.

The Jira board shows 15 items in backlog, 3 in progress. Let's aim to close at least 6 today.

Reminder: VAMP Threshold Reference SOP was updated last week — please review if you haven't already.

Replies:

N. Clark (08:45)

The Phoenix Arc Consulting issue from yesterday is resolved. Turned out to be a MOTO Excess mismatch — the data in KMP didn't sync properly. I've updated the KYC ticket.

F. Johnson (09:02)

I'm looking at Crestview Properties now. The Scheme_Rating shows "Standard" but Internal_Rating says "High". Something's not right — will investigate.

O. Lewis (09:15)

Can someone check Kade –æ–7GnÒ erný? I think we need to escalate but I can't access Sardine (transaction monitoring detail) to verify.