# Trade Fail Report

Date: 26-Jan-25

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Client Name: UHNW Client - Purchase of Takashi Murakami Painting

## 1. Summary of Identified Issues

Issue 1: Transaction TXN001 is delayed due to "Awaiting funds transfer.”

Issue 2: Transaction TXN003 is delayed due to "Pending due to compliance review."

Issue 3: Transaction TXN004 is delayed due to “Technical Issue Detected.”

Issue 4: Transaction TXN006 is delayed due to "Awaiting approval."

Issue 5: Transaction TXN008 is delayed due to "Funds not available."

Issue 6: Transaction TXN010 is delayed due to "Awaiting documentation."

## 2. Actions Taken

Action for Issue 1: Collaborated with the Trading Desk to expedite fund transfer.

Action for Issue 2: Consulted Compliance and Risk Management to accelerate the review process.

Action for Issue 3: Engaged the IT Department to verify account balances and resolve technical issues.

Action for Issue 4: Coordinated with senior management for necessary approvals.

Action for Issue 5: Notified client, reviewing funding options.

Action for Issue 6: Contacted the Compliance and Risk Management Department to ensure required documentation is submitted promptly.

## 3. Teams Involved

Team for Issue 1: Trading Desk

Team for Issue 2: Compliance and Risk Management

Team for Issue 3: IT Department

Team for Issue 4: Senior Management

Team for Issue 5: Trading Desk

Team for Issue 6: Compliance and Risk Management

## 4. Risk Assessment

Risk for Issue 1: Potential delay in purchase completion, leading to client dissatisfaction.

Risk for Issue 2: Non-compliance with regulatory requirements and possible penalties.

Risk for Issue 3: Client dissatisfaction due to delays and problems in IT services.

Risk for Issue 4: Extended transaction delays affecting client trust.

Risk for Issue 5: Insufficient funds leading to transaction failure.

Risk for Issue 6: Compliance Department delay impacting the settlement timeline.

## 5. Mitigation Strategies

Mitigation for Issue 1: Escalate the issue within the Trading Desk and prioritize fund transfer.

Mitigation for Issue 2: Request expedited review from Compliance and Risk Management.

Mitigation for Issue 3: Implement system redundancies, monitor real-time, and ensure prompt escalation to IT support.

Mitigation for Issue 4: Follow up with senior management to secure approval promptly.

Mitigation for Issue 5: Perform a system audit and recheck fund availability.

Mitigation for Issue 6: Regularly follow up with the client and document tracking team.

## 6. Follow-Up Actions

Follow-Up for Issue 1: Confirm receipt of funds and update the client on progress.

Follow-Up for Issue 2: Validate that compliance issues are resolved and documentation is filed.

Follow-Up for Issue 3: Ensure IT fixes the technical issue and balances are accurately reflected.

Follow-Up for Issue 4: Verify that approvals have been granted and reflected in the system.

Follow-Up for Issue 5: Collaborate with the Treasury Department for alternative solutions.

Follow-Up for Issue 6: Confirm all necessary documentation is submitted and processed.

## 7. Recommendations

Recommendation for Future Improvements: Implement a preemptive monitoring system to identify delays early, establish a rapid escalation framework, and enhance communication protocols between teams to prevent similar issues in the future. Implement system upgrades to address recurring technical issues.