4. **Escalation process**:
   a. If no evidence or no explanation is found in the call note escalate per the following:
      i. Send email to business managers (Table below) with the following: *"It was detected a significant inflow for an EEA account was executed. I reviewed the cross border call notes and could not find any reverse solicitation explanation. Please follow up with banker where reverse solicitation was documented and revert back"*

Business Manager Escalation Table:

Business Manager Name	Business
Armen Brash	US Onshore
Armen Brash/Janet Morales	Latam
Sylvia Junghardt	GAT

      ii. Ensure that reverse solicitation documentation is in dbForce for all large inflows
   b. Document all escalations with comments in the BSO column