

Escalation matrix

Onshore

Process	Escalation Level 1	Escalation Level 2	Escalation Level 3
TAG	Halina Laczny	Dawn Forbes	Carmen Diaz

DBOI

Process	Escalation Level 1	Escalation Level 2	Escalation Level 3
TAG	Shanu Gujaria	Anil Tewani	Manish Motwani

Key Client Contacts

Same as above [Escalation Matrix - Onshore]

For internal use only