

Date: Apr 24 2025

To Whom It May Concern

Escalation Matrix for GEM-2023-B-12345678

1. Primary Contact Information:

Name: Jane Wilson

Position: Project Manager

Email: jane.wilson@example.com

Phone No: 9876543210

2. Secondary Contact Information:

Name: Robert Johnson

Position: Technical Support

Email: robert.johnson@example.com

Phone No: 8765432109

3. Additional Contact Information:

Name: Sarah Miller

Position: Customer Relations

Email: sarah.miller@example.com

Phone No: 7654321098

Please refer to the following escalation matrix in case of any issues or escalations during the tender process. The contacts listed above should be approached in the order specified, starting from the primary contact.

Thank you for your attention to this matter. Should you require any further assistance, please feel free to reach out to the contacts listed above.

Sincerely

John Smith

Marketing Director

Sample Company Ltd.