

AXP Help & Support

AXP Role	When to contact?	GSN – Operations (WS)	GMNS	AET (Technology)
AXP TLM – Director	Escalations	Mariel E. Pereyra: mariel.e.pereyra@aexp.com	Caroline J. Freeman: caroline.j.freeman@aexp.com	Mariel E. Pereyra: mariel.e.pereyra@aexp.com
AXP TLM – Operations (Lead)	- New Contracting Event - New Service/New Service Provider - Escalations	Maria V. Carlos: maria.v.carlos@aexp.com	Diana R Martin: diana.r.martin@aexp.com	Jaqueline Jimenez (Interim): Jaqueline.Jimenez1@aexp.com
AXP TSM – Operations (Lead)	- Structural Challenges/Complications in terms of - Information Security Audits (ongoing)	Payal Gupta: payal.gupta@aexp.com	Gaurav Kashyap: Gaurav.Kashyap@aexp.com	Prashast Kapur: Prashast.Kapur@aexp.com
AXP Operational Excellence	General Help & Escalations	Caroline M. Post: caroline.m.post@aexp.com Brandalyn M. White: brandalyn.m.white@aexp.com Pedro Dacosta: pedro.dacosta@aexp.com	Daniel L. Beach: Daniel.L.Beach@aexp.com Joanna L. Francis: Joanna.L.Francis@aexp.com	Elisa Paoluzzi: Elisa.Paoluzzi@aexp.com
AXP Anti-Corruption	General Help & Advisory	Amit Pandey: amit.pandey2@aexp.com	Amit Pandey: amit.pandey2@aexp.com	Kamal Rawat: kamal.r.rawat@aexp.com
AXP BCP – Coordinators	Assessment of Business Criticality (SRA 2)	Arjun Sharma: arjun.sharma@aexp.com	Kimberly Jane Myre: kimberly.j.myre1@aexp.com	Brenda Engels: brenda.engels@aexp.com
AXP – Line of Business Compliance Officer (LOBCO)	Evaluates compliance risk (SRA 3a & b) if required	Carine C Deplanque: carine.c.deplanque@aexp.com	Kim Mennemeyer: kim.x.mennemeyer@aexp.com	Julie A Stephens: julie.a.stephens2@aexp.com
AXP Analysts TLM	Direct support of engagements / ongoing audit tasks	Various	Various	Various
AXP Analysts TSM (Information Security)	Direct support of engagements / ongoing audit tasks	Various	Various	Various