

Stop. Exit. Escalate.

Do not action the request or disclose another fact.

1

STOP

Do not process the request. Do not confirm names, balances, references, contact details, or anything else.

2

SAY THIS

I can't proceed without verification - I'll arrange for someone to follow up on the details we hold on file.

3

FLAG

Use Report in Vericode. This sends the record to the firm's compliance queue.

4

TELL

Contact the person named on your firm's escalation card.

5

PRESERVE

Keep the email, notes, number, and recording. Do not return the call.

USE THE SCRIPT. DO NOT ACCUSE OR TIP OFF.

I can't proceed without verification - I'll arrange for someone to follow up on the details we hold on file.

What triggered the stop?

- ☐ Wrong code more than once
- ☐ Caller refuses, stalls, pressures, or demands secrecy
- ☐ Code cannot be read back
- ☐ Verification passed but something still feels wrong

NAMED ESCALATION CONTACT _____