INDO SCHOLARS

Escalate: Economics and Business Journal

HP : +62 812-7488-7803 ; E-Mail : admin@indoscholarcenter.com ; E-ISSN : 3025-4213

JOURNAL ARTICLE PUBLICATION STATEMENT

Letter of Acceptance (LoA)

Number : /LOA/Escalate/1014/Vol4/No4/2026

Dear.
M. Nadjib Eka Prasetya

Thank you for submitting your best article to be published on **Escalate: Economics and Business Journal** with the title:

"The Role of Mediating Commitment and Trust of BCA Mobile Customers in Semarang City in the Relationship between E-Service Quality and E-Customers"

Based on the results of the review and the decision of the editorial team, the article is declared **ACCEPTED** for publication in the **Escalate: Economics and Business Journal** edition **Volume 4 Number 4 November 2026**.

Thus we submit this letter of information to be used as it should be, we express our gratitude.

No Reg : LOA20261111122620

Palembang, 11 November 2026
Editor In Chief

The authenticity of the LOA can be checked by scanning the QR code on the side!

LOA20261111122620

Muhammad Rizky, M.Ed.

Publisher :
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