

Category	Sub-category	SLA	CBN Code
Account Management	Account Closure without notice	2 days	A001
	Account Details Maintenance	2 days	A002
	Account Statement Issues	2 days	A003
	Account Status	2 days	A004
	Cheque Issues	2 days	A005
	Corporate Search	2 days	A006
	Delay in honouring Standing Instruction request.	2 days	A007
	Non-reflection of Cash/Cheque Deposits in Customer Account	2 days	A008
	Account Closure Delays	2 days	A009
	Account Freeze Complaint	2 days	A010
	Account Reactivation Delays	2 days	A011
	Account to Account Transfer Delays (Same bank)	2 days	A012
	Cheque Confirmation Complaints	2 days	A013
	Cheque Return Complaint	2 days	A014
	Account Alert Issues (SMS and e-mails)	2 days	A015
	Wrong Account Lien	2 days	A016
	Cheque Return Request	2 days	A017
	Bills Payment and collection	2 days	A018
	Others	2 days	A999
Cards	Card Activation	3 days	B001
	Card Deactivation	3 days	B002
	Card Issuance	3 days	B003
	Card Functionality	3 days	B004
	Charges/Rates Issues	3 days	B005

	Chargebacks / Claim local (not on us)	5 days	B006
	Chargebacks / Claim local (on us)	3 days	B007
	Chargebacks / Claim international (not on us)	60 days	B008
	Chargebacks / Claim international (on us)	50 days	B009
	Credit card contract migration	3 days	B010
	Card PIN Issues	3 days	B011
	Limit Maintenance	3 days	B012
	Repayment Issues	3 days	B013
	Card Statements Issues	3 days	B014
	Missing card	3 days	B015
	Card Modifications	3 days	B016
	Card Account(s) Link complaints	3 days	B017
	Billing address Issues	3 days	B018
	Card Blockage Issues	3 days	B019
	Declined Transactions	3 days	B020
	Others	3 days	B999
Loans	Loan Application Issues	14 days	C001
	Loan Repayment Issues	14 days	C002
	Loan Insurance	14 days	C003
	Concessions Issues	14 days	C004
	Delayed delivery of financed assets	14 days	C005
	Loan Liquidation issues	14 days	C006
	Loan Restructuring issues	14 days	C007
	Loans Interest Rate Review Complaint	14 days	C008
	Others	14 days	C999

Fraud	Conversion of Cheque/Deposit	60 days	D001
	Scam Mails	3 days	D002
	Fraudulent Withdrawals	14 days	D003
	Internet Banking Fraud	3 days	D004
	ATM Fraud (Domestic)	3 days	D005
	ATM Fraud (International)	60 days	D006
	Cash/Cheque Suppression	60 days	D007
	Cheque Cloning	60 days	D008
	Others	3 days	D999
Excess Charges	Excess Fees and charges	30 days	E001
	Excess Interest on loan	30 days	E002
	Others	14 days	E999
Funds Transfer/Remittances	WUMT Transfers	5 days	F001
	MONEYGRAM Transfers	5 days	F002
	Funds transfer charges	5 days	F003
	Delayed / Inward Transfers	5 days	F004
	Wrong Customer / Beneficiary details	5 days	F005
	Delayed TELEX/Swift Request	5 days	F006
	Intrabank Transfer Failure	1 day	F007
	Wrong Account Credit	1 day	F008
	Wrong Account Debits	1 day	F009
	Others	1 days	F999
Staff Matters	Non Payment of Gratuities	30 days	G001
	Referral letters	90 days	G002
	Staff Disengagement	90 days	G003

	Others	30 days	G999
Bonds, Guarantees and Indemnities	Dishonoured Guarantees	3 days	H001
	APG Issues	3 days	H002
	Performance Bonds	3 days	H003
	Other Contingent Issues/Indemnities	2 days	H999
Tenured Investment	Non /Underpayment of interests on investments	5 days	I001
	Roll over issues	5 days	I002
	Non-booking of deposits	5 days	I003
	Non issuance of contract letters	5 days	I004
	Others	2 days	I999
E-channels	non-functional ATM	3 days	J001
	Non-functional POS	3 days	J002
	POS Receipt/Slip Issues	3 days	J003
	Trapped Card	3 days	J004
	ATM Cash Dispense Error claim - OWN BANK	3 days	J005
	ATM Cash Dispense Error claim (Other Banks)	3 days	J006
	Mobile Banking Issues	3 days	J007
	Charges on non-receipt of transaction alerts	3 days	J008
	Password Reset Issues	3 days	J009
	Account Unlock	3 days	J010
	Login Issues (Password/User ID Issues)	3 days	J011
	Online Transaction Limit	3 days	J012
	OTP generation Issues.	3 days	J013
	Registration issues	3 days	J014
	Failed transaction(WEB / POS)	3 days	J015

	Other POS issues	3 days	J016
	Internet Banking Account View Inability	3 days	J017
	Internet Banking Account(s) Link Request	3 days	J018
	Internet Banking Funds Transfer Failure	3 days	J019
	Others	2 days	J999
International Trade	Capital Importation Issues	2 days	K001
	Export Issues	2 days	K002
	Form A	2 days	K003
	Form M	2 days	K004
	Delays in confirmation of duty payment to port	2 days	K005
	Letter Of Credit	2 days	K006
	Shipping Documents	2 days	K007
	Bills for collection	2 days	K008
	CRI Issues	2 days	K009
	International Banking Fraud (Not on us)	60 days	K010
	International Banking Fraud (on us)	50 days	K011
	Others	2 days	K999
Miscellaneous		2 days	Z