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Foreign	Exchange
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Serial No.	Issue/Complaint Type	SLA
10092	Delays in processing FX Transaction	30 Minutes
10093	Failure to process FX transaction.	30 Minutes
10094	Late confirmation of FX rate	30 Minutes
10095	Other Foreign Exchange Related Complaints	1 Hours
10096	Transposition of FX instruction	1 Hours
10097	Wrong customer account debited / Credited	1 Hours
10098	Wrong FX amount processed	30 Minutes
10099	Wrong FX charges on cash withdrawals	30 Minutes
10100	Wrong FX rates applied on FX transactions	30 Minutes
10101	Wrongly keyed value date	30 Minutes

	Product/Service	
	Foreign Exchange Withdrawal	
10102	Delays in approving customer Foreign Currency cash withdrawal request	30 Minutes
10103	Other Complaints related Foreign Exchange Withdrawal	30 Minutes

Foreign Exchange
Responsible Department
GLOBAL MARKETS
Responsible Role
Global Market Sales Head
Escalation 1
abraham.otuteye
Escalation 2
abraham.otuteye
Escalation 3
ziblila.atchulo

## **Foreign Exchange Withdrawal**

Foreign Exchange Withdrawai
Responsible Department
GLOBAL MARKETS
Responsible Role
Asset and Liability Management Head
Escalation 1
rosebella.mensah-oka
Escalation 2
rosebella.mensah-oka
Escalation 3

ziblila.atchulo