

Product/Service		
CIP		
Serial No.	Issue/Complaint Type	SLA
10055	Delays in approving CIP rates	30 Minutes
10056	Delays in booking CIP Investment	24 Hours
10057	Other Complaints Related to CIP	24 Hours

CIP
Responsible Department
GLOBAL MARKETS
Responsible Role
Asset and Liability Management Head
Escalation 1
rosebella.mensah-oka
Escalation 2
rosebella.mensah-oka
Escalation 3
john.zigah