

Product/Service		
Ghana Pay		
Serial No.	Issue/Complaint Type	SLA
10104	Customer unable to Sign-Up	24 Hours
10105	Other GhanaPay Related Complaints	5 Days
10106	Unable to transact with Ghana Pay (*707#)	24 Hours
10107	Unable to transact with GhanaPay App	24 Hours

Product/Service		
Ghana Pay E-SETTLEMENT		
10108	Account Debited but Recipient Account Not Credited (A2A Failure)	5 Days
10109	Account debited but wallet not credited (A2W Failure)	7 Days
10110	Double Deduction on Account	72 Hours
10111	E-levy Charges	30 Days
10112	Other GhanaPay Settlement Related Complaints	5 Days
10113	Successful Transaction to wrong destination(Account/Wallet)	5 Days
10114	Wallet debited but Account not credited (W2A Failure)	5 Days

Ghana Pay
Responsible Department
E-BANKING OPERATIONS
Responsible Role
Business Support Officer
Escalation 1
Esther.Ayisi
Escalation 2
meshach.amoah-ansah
Escalation 3
ziblila.atchulo

Ghana Pay E-SETTLEMENT

Responsible Department
E-BANKING OPERATIONS
Responsible Role
E-Settlement Officer
Escalation 1
augustina.okai
Escalation 2
raymond.ekpale
Escalation 3
ziblila.atchulo