

Product/Service		
Local Inward / Outward Transfers		
Serial No.	Issue/Complaint Type	SLA
10143	Delay in Funds Transfer	24 Hours
10144	High exchange rate	24 Hours
10145	Other Complaints on Local Transfers	24 Hours
10146	Transfer of funds into wrong recipient accounts	24 Hours
10147	Transferring wrong amount and currency	

Local Inward / Outward Transfers
Responsible Department
SHARED SERVICES CENTRE
Responsible Role
Trade Operations Officer
Escalation 1
charles.dokai
Escalation 2
jonathan.obubuafo
Escalation 3
ahmed.tibrahim