

Product/Service		
Gh-Link		
Serial No.	Issue/Complaint Type	SLA
10115	Block Card Failure	1 Hours
10116	Other GH-Link Related Complaints	24 Hours
10117	Pin Reset Failure	1 Hours
10118	Stolen Card Replacement (Embossed)	3 Days
10119	Unblock Card Failure	1 Hours

Product/Service		
Gh-Link FRAUD		
10120	Suspicion Transactions Investigations	7 Days
	<b>Gh-Link</b>	
	<b>Responsible Department</b>	
	E-BANKING OPERATIONS	
	<b>Responsible Role</b>	
	Card Services Officer	
	<b>Escalation 1</b>	
	abdul.dollah	
	<b>Escalation 2</b>	
	raymond.ekpale	
	<b>Escalation 3</b>	
	ziblila.atchulo	

Gh-Link FRAUD	
Responsible Department	
E-BANKING OPERATIONS	
Responsible Role	
Digital Risk & Fraud Management Officer	
Escalation 1	

joel.aryee
<b>Escalation 2</b>
joel.aryee
<b>Escalation 3</b>
ziblila.atchulo