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|------------------------|
| <b>Product/Service</b> |
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**Inwards Cheque Clearing**

| Serial No. | Issue/Complaint Type                        | SLA      |
|------------|---|----------|
| 10135      | Account wrongly debited                     | 1 Hours  |
| 10136      | Cheques returned, though accounts is funded | 4 Hours  |
| 10137      | Other Inward Cheque Clearing Complaints     | 24 Hours |
| 10138      | Request for Images                          | 3 Hours  |

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| <b>Inwards Cheque Clearing</b> |
| <b>Responsible Department</b>  |
| SHARED SERVICES CENTRE         |
|                                |
| <b>Responsible Role</b>        |
| Domestic Clearing Officer      |
|                                |
| <b>Escalation 1</b>            |
| innocent.tsivanyo              |
|                                |
| <b>Escalation 2</b>            |
| charles.torsu                  |
|                                |
| <b>Escalation 3</b>            |
| ahmed.tibrahim                 |