

YELLOW REQUESTS	MasterCard & GH-Link Card REQUESTS (WHITE)	GH QR REQUESTS (GREEN)
Responsible role - Business Support Officer	Responsible role - Card Services Officer	Responsible role - Acquirer Services Officer
Escalation 1 - Esther.Ayisi	Escalation 1 - abdul.dollah	Escalation 1 - abdul.dollah
Escalation 2 - meshach.amoah-ansah	Escalation 2 - raymond.ekpale	Escalation 2 - raymond.ekpale

Responsible Department for all REQUESTS	E-BANKING OPERATIONS
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Escalation 3 for all REQUESTS	ziblila.atchulo
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Request Type	Product/Service	SLA
Activation	Bulk Pay	3 Hours
Deactivate Service	Bulk Pay	1 Hours
Modification	Bulk Pay	24 Hours
Pin Reset	Bulk Pay	30 Minutes
Setup Service	Bulk Pay	48 Hours

Activation of Service	CBG Mobile App	24 Hours
Addition of Account	CBG Mobile App	24 Hours
Addition of users for existing Corporate account	CBG Mobile App	24 Hours
Block Service	CBG Mobile App	30 Minutes
Deactivate Service	CBG Mobile App	24 Hours

Limit Enhancement	CBG Mobile App	24 Hours
Modification of customer information	CBG Mobile App	24 Hours
Password Reset	CBG Mobile App	1 Hours
Pin Reset	CBG Mobile App	30 Minutes
Reactivate Service	CBG Mobile App	24 Hours
Unblock Service	CBG Mobile App	30 Minutes

Block Service	CBG Mobile USSD	30 Minutes
Deactivate Service	CBG Mobile USSD	24 Hours
Forms - Resend Details	CBG Mobile USSD	24 Hours
Pin Reset	CBG Mobile USSD	30 Minutes
Unblock Service	CBG Mobile USSD	30 Minutes

Deactivate Service	Collections(CBG Collect /Transflow)	24 Hours
Password Reset	Collections(CBG Collect /Transflow)	1 Hours

Activate Alert Service	Email Alert	3 Hours
Deactivate Alert Service	Email Alert	24 Hours

Ghana Pay Blocking	Ghana Pay	30 Minutes
Ghana Pay Deactivation	Ghana Pay	6 Hours
Ghana Pay Password Reset	Ghana Pay	6 Hours

Ghana Pay Pin Request	Ghana Pay	6 Hours
Ghana Pay Pin Reset	Ghana Pay	3 Hours
Ghana Pay Unblocking	Ghana Pay	6 Hours
Other GhanaPay Related Request	Ghana Pay	24 Hours

Account Addition	Internet Banking	24 Hours
Activation	Internet Banking	1 Hours
Addition of users for existing Corporate account	Internet Banking	24 Hours
Block Service	Internet Banking	30 Minutes
Deactivate Service	Internet Banking	24 Hours
Limit Enhancement	Internet Banking	24 Hours
Modification	Internet Banking	24 Hours
Password Reset	Internet Banking	1 Hours
Pin Reset	Internet Banking	1 Hours
Setup Service	Internet Banking	1 Days
Unblock Service	Internet Banking	30 Minutes

Activation	MTN MoMo Linkage	3 Hours
Deactivate Service	MTN MoMo Linkage	24 Hours
Deactivation of Pull	MTN MoMo Linkage	24 Hours
Delete Service	MTN MoMo Linkage	24 Hours
Enable Pull	MTN MoMo Linkage	24 Hours

Limit Enhancement	MTN MoMo Linkage	24 Hours
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Activation	NLA	3 Hours
Deactivate Service	NLA	24 Hours
Password Reset	NLA	1 Hours

Activate Alert Service	SMS Alert	3 Hours
Deactivate Alert Service	SMS Alert	24 Hours

Activate Alert Service	SMS Alert	3 Hours
Deactivate Alert Service	SMS Alert	24 Hours

ATM Pin Reset	GH-Link Card	1 Hours
Block Card	GH-Link Card	30 Minutes
Cancellation	GH-Link Card	30 Minutes
Card Replacement	GH-Link Card	3 Days
Link Additional Account	GH-Link Card	24 Hours
Pin Re-issue	GH-Link Card	2 Days
Unblock Card	GH-Link Card	30 Minutes

ATM Pin Reset	MasterCard	1 Hours
Block Card	MasterCard	30 Minutes
Cancellation	MasterCard	30 Minutes
Card Replacement	MasterCard	3 Days
Limit Enhancement	MasterCard	48 Hours
Link Additional Account	MasterCard	24 Hours
Pin Re-issue	MasterCard	2 Days
Unblock Card	MasterCard	30 Minutes
Card Activation	MasterCard	24 Hours

Merchant Update	GH QR	2 Days
Terminal Update	GH QR	2 Days