

| Product/Service | | |
|-------------------|--|----------|
| Letters Of Credit | | |
| Serial No. | Issue/Complaint Type | SLA |
| 10139 | Delay in advising on LC | 24 Hours |
| 10140 | High Exchange Rate | 24 Hours |
| 10141 | Other Letters of Credit Related Complaints | 24 Hours |
| 10142 | Over charged fees | 24 Hours |

| Letters Of Credit |
|--------------------------|
| Responsible Department |
| SHARED SERVICES CENTRE |
| |
| Responsible Role |
| Trade Operations Officer |
| |
| Escalation 1 |
| daniel.sackey |
| |
| Escalation 2 |
| isaac.morrison |
| |
| Escalation 3 |
| ahmed.tibrahim |