

Product/Service		
ACH Transfers		
Serial No.	Issue/Complaint Type	SLA
10018	Delay in Actioning Outward Request	24 Hours
10018	Delay in Actioning Outward Request	24 Hours
10019	Delay in receipt of transfer	24 Hours
10020	Funds Not Received/Credited	24 Hours
10021	Other ACH Transfers Related Complaints	24 Hours
10022	Wrong Account Details Provided	24 Hours

ACH Transfers
Responsible Department
SHARED SERVICES CENTRE
Responsible Role
Domestic Clearing Officer
Escalation 1
ricky.aidoo
Escalation 2
frank.kusi-addai
Escalation 3
ahmed.tibrahim