

Product/Service		
GIS Transfers		
Serial No.	Issue/Complaint Type	SLA
10121	Delay in Actioning Outward Request	24 Hours
10122	Expecting transfer(s)	24 Hours
10123	Other GIS Transfers Related Complaints	24 Hours
GIS/ACH Payment		
10124	Delays in approving GIS/ ACH payment request	30 Minutes
10125	Other Complaints Related to GIS/ACH Payment	30 Minutes

GIS Transfers
Responsible Department
SHARED SERVICES CENTRE
Responsible Role
Local Payment Officer
Escalation 1
emmanuel.nyame
Escalation 2
frank.kusi-addai
Escalation 3
ahmed.tibrahim

GIS/ACH Payment
Responsible Department
GLOBAL MARKETS
Responsible Role
Asset and Liability Management Head

Escalation 1
rosebella.mensah-oka
Escalation 2
rosebella.mensah-oka
Escalation 3
john.zigah