

Product/Service
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Poor Turnaround Time
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Serial No.	Issue/Complaint Type	SLA
10178	Delayed in processing request/transaction	20 Days
10179	Delays at the branch	7 Days

Poor Turnaround Time
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Responsible Department
CUSTOMER EXPERIENCE
Responsible Role
Regional Service Manager
Escalation 1
christian.sinclear
Escalation 2
christian.sinclear
Escalation 3
frank.djan