

Product/Service		
BoG Cash Withdrawal		
Serial No.	Issue/Complaint Type	SLA
10026	Delays in approving Bank of Ghana cash withdrawals	30 Minutes
10027	Other Complaints Related BoG Cash Withdrawal	30 Minutes

BoG Cash Withdrawal
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