

Product/Service		
MB/IB E-SETTLEMENT		
Serial No.	Issue/Complaint Type	SLA
10154	Account debited but airtime not received, or service not rendered	24 Hours
10155	Account Debited but Recipient Account Not Credited (A2A Failure)	72 Hours
10156	Account debited but wallet not credited (A2W Failure)	72 Hours
10157	Double Deduction on Account	72 Hours
10158	E-levy Charges	30 Days
10159	Failed Bank Transfer	72 Hours
10160	Successful transfer to a wrong wallet	17 Days
10161	Wallet debited but bank account not credited (W2A Failure)	24 Hours
10162	Wrong Transaction (e.g Airtitime top up instead of Mobile Money or Vice Versa)	17 Days

MB/IB E-SETTLEMENT	
Responsible Department	
E-BANKING OPERATIONS	
Responsible Role	
E-Settlement Officer	
Escalation 1	
augustina.okai	
Escalation 2	
raymond.ekpale	
Escalation 3	
ziblila.atchulo	