

Product/Service		
Treasury Bonds		
Serial No.	Issue/Complaint Type	SLA
10200	Delay in CSD ID creation	24 Hours
10201	Delay in printing investment certificates	24 Hours
10202	Delays in booking the Treasury Bill/Bond	24 Hours
10203	Delays in payments of interest / Coupon	24 Hours
10204	Delays in redemption of TB upon maturity	24 Hours
10205	Failure to roll over as instructed	24 Hours
10206	Other Complaints with Treasury Bonds	24 Hours
10207	Wrong account debited / Credited for investment	24 Hours
10208	Wrong booking of requests at Face value instead of at cost and vice versa	24 Hours

Treasury Bonds	
Responsible Department	
GLOBAL MARKETS	
Responsible Role	
Global Market Sales Head	
Escalation 1	
abraham.otuteye	
Escalation 2	
abraham.otuteye	
Escalation 3	
john.zigah	

**NB: john.zigah ESCALATION 2 FOR Delays in booking the Treasury Bill/Bond**