

Product/Service		
Fixed Deposits		
Serial No.	Issue/Complaint Type	SLA
10086	Delays in approving Fixed Deposit rates	30 Minutes
10087	Other Complaints Related to Fixed Deposit	24 Hours

Fixed Deposits
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