

Product/Service		
Bills For Collection		
Serial No.	Issue/Complaint Type	SLA
10023	High Exchange Rates	24 Hours
10024	Non-receipts of Funds	24 Hours
10025	Other Complaints on Bills For Collection	24 Hours

Bills For Collection
Responsible Department
SHARED SERVICES CENTRE
Responsible Role
Trade Operations Officer
Escalation 1
daniel.sackey
Escalation 2
isaac.morrison
Escalation 3
ahmed.tibrahim