

Product/Service		
COLLECTIONS (CBG COLLECT/TRANSFLOW)		
Serial No.	Issue/Complaint Type	SLA
10058	Duplicated Transaction	8 Hours
10059	Login Challenge	1 Hours
10060	Other Collections (CBG COLLECT/TRANSFLOW) Related Complaints	24 Hours
10061	Password Reset Failure	1 Hours
10062	Pending Transaction	24 Hours
10063	Returned Cheque	8 Hours
10064	Transaction Error	24 Hours
10065	Wrong Amount Keyed	1 Hours

COLLECTIONS (CBG COLLECT/TRANSFLOW)		
Responsible Department		
E-BANKING OPERATIONS		
Responsible Role		
Business Support Officer		
Escalation 1		
Esther.Ayisi		
Escalation 2		
meshach.amoah-ansah		
Escalation 3		
ziblila.atchulo		