

Product/Service		
INTERNET BANKING		
Serial No.	Issue/Complaint Type	SLA
10126	Block E-Service Failure	30 Minutes
10127	Other Internet Banking Related Complaints	24 Hours
10128	Password Reset Failure	1 Hours
10129	Unblock E-Service Failure	30 Minutes

Product/Service		
INTERNET BANKING FRAUD		
10130	Suspicion Transactions Investigations	7 Days
	INTERNET BANKING	
	Responsible Department	
	E-BANKING OPERATIONS	
	Responsible Role	
	Business Support Officer	
	Escalation 1	
	Esther.Ayisi	
	Escalation 2	
	meshach.amoah-ansah	
	Escalation 3	
	ziblila.atchulo	

INTERNET BANKING FRAUD	
Responsible Department	
E-BANKING OPERATIONS	
Responsible Role	
Digital Risk & Fraud Management Officer	
Escalation 1	

joel.aryee
Escalation 2
joel.aryee
Escalation 3
ziblila.atchulo