

Product/Service		
CBG MOBILE APP		
Serial No.	Issue/Complaint Type	SLA
10030	Block E-Service Failure	30 Minutes
10031	Other CBG Mobile App Related Complaints	24 Hours
10032	Password Reset Failure	1 Hours
10033	Pin Reset Failure	30 Minutes
10034	Unblock E-Service Failure	30 Minutes
Product/Service		
CBG MOBILE APP - FRAUD		
Serial No.	Issue/Complaint Type	SLA
10035	Suspicion Transactions Investigations	7 Days

CBG MOBILE APP	
Responsible Department	
E-BANKING OPERATIONS	
Responsible Role	
Business Support Officer	
Escalation 1	
Esther.Ayisi	
Escalation 2	
meshach.amoah-ansah	
Escalation 3	
ziblila.atchulo	

CBG MOBILE APP - 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