

Product/Service
NLA

Serial No.	Issue/Complaint Type	SLA
10166	Other NLA Related Complaints	24 Hours
10167	Password Reset Failure	1 Hours

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