## **Product/Service**

## MasterCard

Serial No.	Issue/Complaint Type	SLA
10148	Block Card Failure	1 Hours
10149	Other Mastercard Related Complaints	24 Hours
10150	Pin Reset Failure	1 Hours
10151	Stolen Card Replacement (Embossed)	3 Days
10152	Unblock Card Failure	1 Hours

	Product/Service	
	MasterCard - FRAUD	
10153	Suspicion Transactions Investigations	7 Days
	MasterCard	
	Responsible Department	
	E-BANKING OPERATIONS	
	Responsible Role	
	Card Services Officer	
	Escalation 1	
	abdul.dollah	
	Escalation 2	
	raymond.ekpale	
	Facilities 2	
	Escalation 3	

MasterCard - FRAUD
Responsible Department

ziblila.atchulo

E-BANKING OPERATIONS
Responsible Role
Digital Risk & Fraud Management Officer
Escalation 1
joel.aryee
Escalation 2
joel.aryee
Escalation 3
ziblila.atchulo