

Product/Service	
MTN MOMO LINKAGE	
Serial No.	Issue/Complaint Type
10164	Other MTN MoMo Linkage Related Complaints
SLA	
24 Days	
Product/Service	
MTN MOMO LINKAGE - FRAUD	
10165	Suspicion Transactions Investigations
7 Days	
Product/Service	
MTN MOMO LINKAGE	
Responsible Department	
E-BANKING OPERATIONS	
Responsible Role	
Business Support Officer	
Escalation 1	
Esther.Ayisi	
Escalation 2	
meshach.amoah-ansah	
Escalation 3	
ziblila.atchulo	
MTN MOMO LINKAGE - 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	