

Product/Service		
EMAIL ALERTS		
Serial No.	Issue/Complaint Type	SLA
10067	Not Receiving E-alerts	24 Hours
10068	Other Email Alerts Related Complaints	24 Hours
10069	Wrong Recipient	1 Hours
	EMAIL ALERTS	
	Responsible Department	
	E-BANKING OPERATIONS	
	Responsible Role	
	Business Support Officer	
	Escalation 1	
	Esther.Ayisi	
	Escalation 2	
	meshach.amoah-ansah	
	Escalation 3	
	ziblila.atchulo	