

| Product/Service |
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Outward Transfers

| Serial No. | Issue/Complaint Type | SLA |
|------------|--|----------|
| 10168 | Delay in receipt of funds by beneficiary | 24 Hours |
| 10169 | High exchange rate/High transfer charges | 24 Hours |
| 10170 | Non receipt of SWIFT advise | 24 Hours |
| 10171 | Other complaints on Outward Transfers | 24 Hours |
| 10172 | Transfer differ from customer's request (in amount or currency) | 24 Hours |
| 10173 | Wrong capturing of account number/beneficiary's name on the SWIFT advise | 24 Hours |

Outward Transfers

| Responsible Department |
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| SHARED SERVICES CENTRE |
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| Responsible Role |
| Outward Operations Supervisor |
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| Escalation 1 |
| edward.kuevi |
| |
| Escalation 2 |
| isaac.morrison |
| |
| Escalation 3 |
| ahmed.tibrahim |