

Product/Service		
Chargeback		
Serial No.	Issue/Complaint Type	SLA
10043	Chargeback for GH-Link Transactions	12 Days
10044	Chargeback for GH-Link Transactions (On CBG Terminal)	48 Hours
10045	Chargeback for MasterCard Transactions	45 Days
10046	Chargeback for MasterCard Transactions (On CBG Terminal)	48 Hours
10047	Double Deduction on Account	72 Hours
10048	Other Settlement Related Complaint to GH-Link Card	10 Days
10049	Other Settlement Related Complaint to MasterCard	45 Days

Chargeback
Responsible Department
E-BANKING OPERATIONS
Responsible Role
E-Settlement Officer
Escalation 1
augustina.okai
Escalation 2
raymond.ekpale
Escalation 3
ziblila.atchulo