

Product/Service		
BULK PAY		
Serial No.	Issue/Complaint Type	SLA
10028	Other Bulk Pay Complaints	24 Hours
10029	Pin Reset Failure	30 Minutes

BULK PAY
Responsible Department
E-BANKING OPERATIONS
Responsible Role
Business Support Officer
Escalation 1
Esther.Ayisi
Escalation 2
meshach.amoah-ansah
Escalation 3
ziblila.atchulo