

Product/Service		
Foreign Exchange		
Serial No.	Issue/Complaint Type	SLA
10092	Delays in processing FX Transaction	30 Minutes
10093	Failure to process FX transaction.	30 Minutes
10094	Late confirmation of FX rate	30 Minutes
10095	Other Foreign Exchange Related Complaints	1 Hours
10096	Transposition of FX instruction	1 Hours
10097	Wrong customer account debited / Credited	1 Hours
10098	Wrong FX amount processed	30 Minutes
10099	Wrong FX charges on cash withdrawals	30 Minutes
10100	Wrong FX rates applied on FX transactions	30 Minutes
10101	Wrongly keyed value date	30 Minutes

Foreign Exchange Withdrawal

Responsible Department
GLOBAL MARKETS
Responsible Role
Asset and Liability Management Head
Escalation 1
rosebella.mensah-oka
Escalation 2
rosebella.mensah-oka
Escalation 3
ziblila.atchulo