

Product/Service		
CBG MOBILE USSD		
Serial No.	Issue/Complaint Type	SLA
10036	Block E-Service Failure	30 Minutes
10037	Forms - Resend Details	24 Hours
10038	Other CBG USSD Related Complaints	24 Hours
10039	Pin Reset Failure	30 Minutes
10040	Unblock E-Service Failure	30 Minutes
10041	Wallet debited but PIN not delivered (Purchase of	24 Hours
	Product/Service	
	CBG MOBILE USSD- FRAUD	
Serial No.	Issue/Complaint Type	SLA
10042	Suspicion Transactions Investigations	7 Days

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

CBG MOBILE USSD- FRAUD	
Responsible Department	
E-BANKING OPERATIONS	
Responsible Role	
Digital Risk & Fraud Management Officer	

Escalation 1
joel.aryee
Escalation 2
joel.aryee
Escalation 3
ziblila.atchulo