

Product/Service		
Money Voucher		
Serial No.	Issue/Complaint Type	SLA
10163	Failure to cash out Money Voucher	72 Hours

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