

Product/Service		
Foreign Cheque Inward / Outward		
Serial No.	Issue/Complaint Type	SLA
10088	Cheque wrongly returned	24 Hours
10089	Delays in crediting proceeds	24 Hours
10090	Delays in presenting cheques for collection	24 Hours
10091	Other Foreign Cheque Inward / Outward Related Complaints	24 Hours

Foreign Cheque Inward / Outward	
Responsible Department	
SHARED SERVICES CENTRE	
Responsible Role	
Trade Operations Officer	
Escalation 1	
charles.dokai	
Escalation 2	
jonathan.obubuafo	
Escalation 3	
ahmed.tibrahim	