

Product/Service		
Inward Transfers		
Serial No.	Issue/Complaint Type	SLA
10131	Delay in crediting customer's account	24 Hours
10132	Non-competitive FX Rate	24 Hours
10133	Other Inward Transfer Complaints	24 Hours
10134	Wrong Amount Credited to Account	24 Hours

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