

Product/Service

SMS ALERTS

Serial No.	Issue/Complaint Type	SLA
10186	Not Receiving SMS Alerts	48 Hours
10187	Not Receiving SMS OTPs	48 Hours
10188	Other SMS Alerts Related Complaints	24 Hours
10189	Wrong Recipient	1 Hours

SMS ALERTS

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