

**Product/Service**

**ZEEPAY**

Serial No.	Issue/Complaint Type	SLA
10209	Other Zeepay Related Complaints	24 Hours
10210	Password Reset Failure	1 Hours

**ZEEPAY**

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