

Product/Service		
MasterCard		
Serial No.	Issue/Complaint Type	SLA
10148	Block Card Failure	1 Hours
10149	Other Mastercard Related Complaints	24 Hours
10150	Pin Reset Failure	1 Hours
10151	Stolen Card Replacement (Embossed)	3 Days
10152	Unblock Card Failure	1 Hours

Product/Service		
MasterCard - FRAUD		
10153	Suspicion Transactions Investigations	7 Days

MasterCard - FRAUD
Responsible Department

E-BANKING OPERATIONS
Responsible Role
Digital Risk & Fraud Management Officer
Escalation 1
joel.aryee
Escalation 2
joel.aryee
Escalation 3
ziblila.atchulo