

Product/Service		
EZWICH		
Serial No.	Issue/Complaint Type	SLA
10070	Cannot connect To Host	1 Hours
10071	Card locked	1 Days
10072	Enrolment	1 Days
10073	Finger-Print Undetected	15 Days
10074	Flash full	30 Days
10075	Hot Card	1 Days
10076	Insect Bottom Card	1 Days
10077	Insect Top Card	1 Days
10078	MorphoSmart Undetected	15 Days
10079	Not Charging	15 Days
10080	Operator PIN (Challenge)	1 Days
10081	Other Ezwich Related Complaints	7 Hours
10082	PCSC Reader Undetected	15 Days
10083	SIM Not Present	15 Days
10084	Unable to Read Operator Card	15 Days
10085	Unauthorized (Feedback)	15 Days

EZWICH
Responsible Department
E-BANKING OPERATIONS
Responsible Role
Acquirer Services Officer
Escalation 1
abdul.dollah
Escalation 2
raymond.ekpale
Escalation 3
ziblila.atchulo