

Product/Service		
Treasury Bill		
Serial No.	Issue/Complaint Type	SLA
10191	Delay in CSD ID creation	24 Hours
10192	Delay in printing investment certificates	24 Hours
10193	Delays in booking the Treasury Bill/Bond	24 Hours
10194	Delays in payments of interest / Coupon	24 Hours
10195	Delays in redemption of TB upon maturity	24 Hours
10196	Failure to roll over as instructed	24 Hours
10197	Other Complaints with Treasury Bill	24 Hours
10198	Wrong account debited / Credited for investment	24 Hours
10199	Wrong booking of requests at Face value instead of at cost and vice versa	24 Hours

Treasury Bill	
Responsible Department	
GLOBAL MARKETS	
Responsible Role	
Global Market Sales Head	
Escalation 1	
abraham.otuteye	
Escalation 2	
abraham.otuteye	
Escalation 3	
john.zigah	