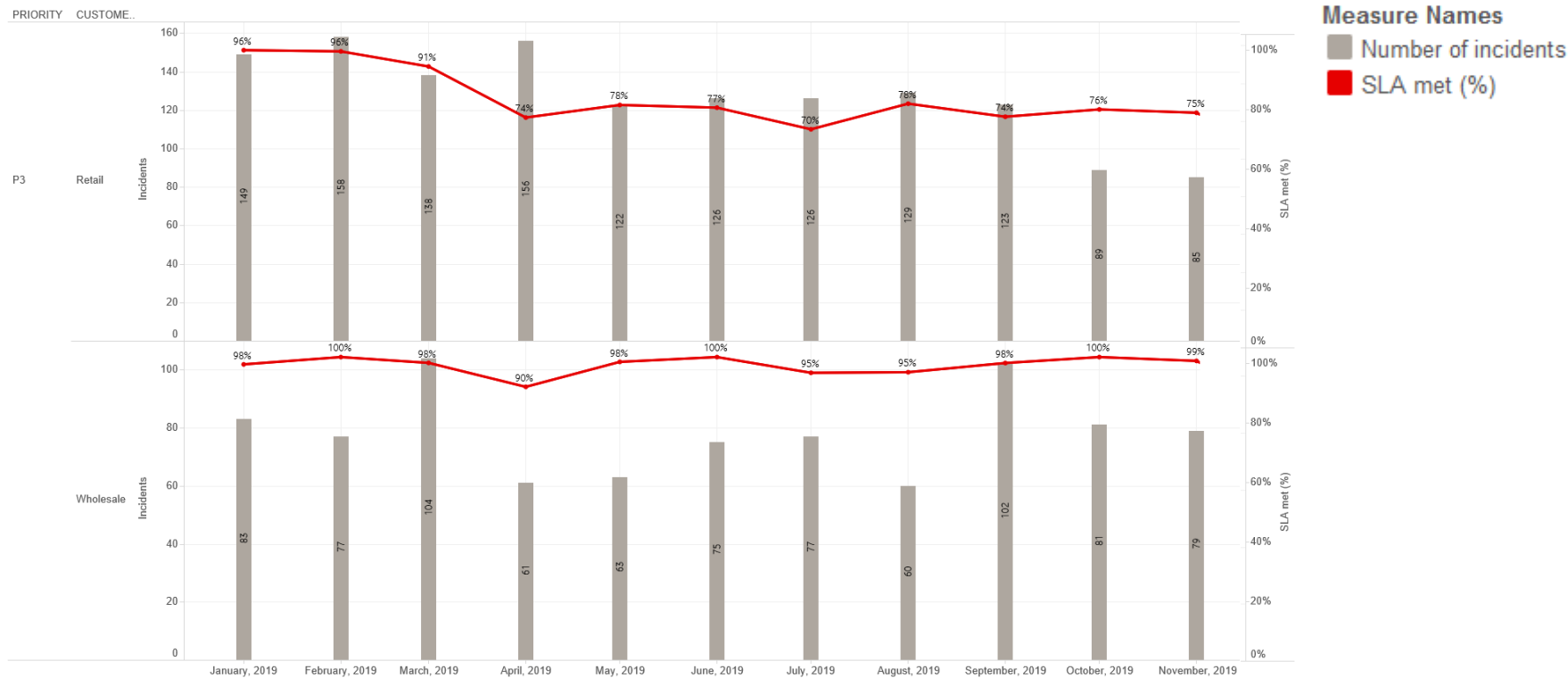


RBI Faults – Retail v Wholesale



- Individual customer faults are logged as a Priority 3.
- 99% of Wholesale faults resolved within SLA for November.

