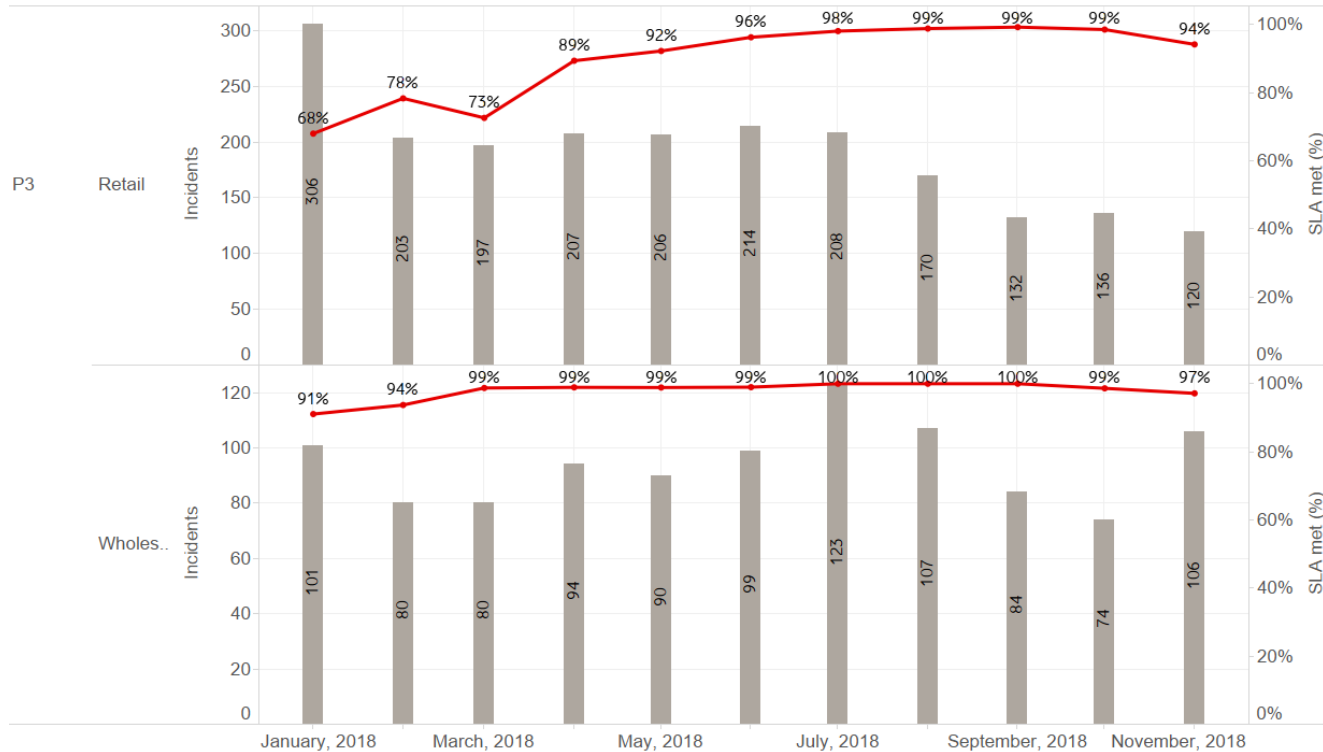


# RBI Faults – Retail v Wholesale



- Individual customer faults are logged as a Priority 3
- Retail faults continue to outnumber wholesale faults however the overall volume is declining.
- The 'SLA met' for resolution of wholesale faults remains higher than 'SLA meet' for retail faults.

