

CUSTOMER COMPLAINTS HANDLING PROCEDURE



We aim to provide you with the best banking experience you can find. In the event that we fall short, contact us through one of the channels below:

Telephone Customer Contact Centre Toll free Number: 0800751111 International Number: +255 783 780077	Email Tanzaniacc@stanbic.com Tanzaniacib@stanbic.com Tanzaniaservice@stanbic.com	Web Chat www.stanbicbank.co.tz	Write to us The Head of Service Stanbic Bank Tanzania P. O. Box 72647 Dar es Salaam Tanzania
---	--	--	--

HOW LONG IT WILL TAKE US TO GET BACK TO YOU?

All complaints except those for Visa card will be resolved within timelines as per table 1 below. Disputed Visa related complaints may take longer to be resolved.

Unless instructed otherwise, the bank will contact you periodically to update you on the status of your complaint.

Written Complaints via email to our Customer Contact Centre will be responded to immediately, with a unique reference number that is to be referenced whenever you contact us.

WHAT IF YOUR COMPLAINT HAS NOT BEEN RESOLVED TO YOUR SATISFACTION

If you have not received a response from us within timelines as per table 1 below, or you are not happy with the response or solution we have taken on your complaint and wish to pursue it further, you can contact the Bank of Tanzania (BOT) Complaint resolution desk within 14 days requesting them to look into your complaint by writing to:

Complaints Resolution Desk,
 Office of the Secretary to the Bank,
 2 Mirambo Street,
 P. O. Box 11884
 Dar es Salaam
 Fax No: +255 22 223 4067

IMPORTANT INFORMATION

Please note that calls made to the bank and to branches will be at your cost, as prescribed by your Mobile Network Operator, except for calls that are channelled to the Customer Contact Centre using our toll-free number. will be free. For customers' benefit and ease of reference, all calls to our Customer Contact Centre will be recorded.

TABLE 1: RESOLUTION TIMELINES

TIME FRAMES FOR RESOLVING CUSTOMER'S COMPLAINTS		
S/N	Product/Service	Number of Days
1.	Payment Products:	
i)	Mobile financial services	Within 6 hours
ii)	Remittance (MTO, MNOs.)	Within 24 hours
iii)	Card payments (POS, ATM)	Within 6 hours
iv)	Cheques (TACH)	Within 24 hours
v)	Internet banking	Within 24 hours
vi)	Inter-bank payments (TISS)	Within 6 hours
vii)	Instant payments (TIPS)	Within 6 hours
viii)	Regional payments (EAPS, SIRESS)	Within 48 hours
2.	Banking products:	
i)	Credit facilities	14 days
ii)	Deposits	8 hours
iii)	Electronic transfers	24 hours
3.	Bureau de change:	
i)	Foreign exchange services	2 hours
4.	Financial leasing:	
i)	Financial lease	24 hours
5.	Credit reference bureau:	
i)	Credit report	24 hours