



Stanbic Bank

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:

Segment	Telephone	Email Address	Escalations	Official Letter
Personal and Private Banking	0800751111 or 0783780077	tanzaniaccc@stanbic.co.tz	TanzaniaCCCEscalations@stanbic.co.tz	Head of Service Unit Stanbic Bank Tanzania P.O.BOX 72647 Dar-es-salaam Tanzania
Business and Commercial Banking	0800751021	enterprisedirecttz@stanbic.co.tz tzcommercialbanking@stanbic.co.tz		
Cooperate and Investment Banking	0800751020	tanzaniacib@stanbic.co.tz tzcibsupportteam@stanbic.co.tz		

How long it will take us to get back to you?

All complaints will be resolved within timelines as per table below.

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

Product/Service	Resolution Timelines
Payment's products	
(i) mobile financial services	within 12 hours
(ii) remittance (through banks)	within 48 hours
(iii) card payments (Domestic)	within 24 hours
(iv) card payments (International)	within 30 days
(v) cheques (TACH)	within 24 hours
(vi) internet banking (domestic)	within 24 hours
(vii) inter-bank payments (TISS)	within 24 hours
(viii) instant payments (TIPS)	Within 24 hours
(ix) regional payments (EAPS, SIRESS)	within 48 hours
Banking products	
(i) credit facilities	within 14 days
(ii) deposits	within 8 hours
(iii) electronic transfers	within 36 hours
(iv) safe custody	within 8 hours
(vi) loan statement request	within 48 hours
(vii) internet banking (international)	within 72 hours
Bureau de change	
(i) foreign exchange services	within 2 hours
(ii) remittances	within 2 hours
Financial lease	
(i) financial lease	within 14 days
Credit reference bureau	
(i) credit report	within 24 hours



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Utaratibu wa Kushughulikia Malalamiko ya Mteja

Tunalenga kutoa uzoefu wetu wa huduma bora za kibenki kwako. Ikitokea tumepungukiwa sehemu, usisite kuwasiliana nasi kupitia moja ya njia zifuatazo:

Kitengo	Simu	Barua Pepe	Malalamiko Zaidi	Mawasiliano Ya Barua
Wateja Binafsi	0800751111 au 0783780077	tanzaniaccc@stanbic.co.tz	TanzaniaCCCEscalations@stanbic.co.tz	Mkuu Kitengo cha Huduma Stanbic Bank Tanzania S.L.P 72647 Dar-es-salaam Tanzania
Wateja wa Makampuni na Biashara	0800751021	enterprisedirecttz@stanbic.co.tz tzcommercialbanking@stanbic.co.tz		
Wateja wa Makampuni na Uwekezaji	0800751020	tanzaniacib@stanbic.co.tz tzcibsupportteam@stanbic.co.tz		

Je, itachukua muda gani kwa sisi kujibu malalamiko yako?

Malalamiko yote yatashughulikiwa ndani ya muda kama ilivyo orodheshwa kwenye jedwali namba 1 hapo chini. Malalamiko yanayohusiana na Visa yanaweza kuchukua muda mrefu zaidi kushughulikiwa.

Benki itawasiliana nawe mara kwa mara kukupa taarifa kuhusiana na suala lako la malalamiko lililopifikia.

Malalamiko ya barua pepe kwenda kitengo cha huduma kwa wateja yatajihiwa mara moja na kupatiwa namba maalum ya kumbu-kumbu ambayo itatumika kila unapowasiliana nasi (kwa mawasiliano yanayohusiana na lalamiko hilo).

Je, itakuwaje ikiwa haujaridhishwa na jinsi malalamiko yako yalivyotatuliwa?

Ikiwa haujapokea majibu kutoka kwetu ndani ya muda uliyo orodheshwa hapo chini kwenye jedwali namba 1, au hujaridhika na uamuzii uliochukuliwa na benki. Unaweza kupeleka malalamiko yako kwenye dawati la kutatua malalamiko la Benki Kuu ya Tanzania (BOT) ndani ya siku 14 ili kupata suluhisho kwa kuandika barua kwenda:

**Dawati la Kutatua Malalamiko,
Ofisi ya Katibu wa Benki,
Mtaa wa Mirambo 2,
S.L.P 11884
Dar es Salaam
Namba ya Faksi: +255 22 223 4067**

Taarifa Muhimu

Zingatia kwamba simu zitakazopigwa kwenda Benki na kwenye matawi zitatozwa kulingana na gharama za mtandao wako wa simu bali simu kwenda kitengo cha huduma kwa wateja ni bure. Simu kwenda huduma kwa wateja zitarekodiwa kwa manufaa ya kumbukumbu zetu pamoja na wateja.

Huduma	Muda wa kutatua matatizo
Malipo	
(i) huduma za kifedha za simu	ndani ya masaa 12
(ii) uhamishaji fedha (kupitia benki)	ndani ya masaa 48
(iii) malipo kwa kadi (Nchini)	ndani ya masaa 24
(iv) malipo kwa kadi (Kimataifa)	ndani ya siku 30
(v) hundi (TACH)	ndani ya masaa 24
(vi) benki mtandaoni (ndani ya nchi)	ndani ya masaa 24
(vii) malipo ya kati ya benki (TISS)	ndani ya masaa 24
(viii) malipo ya papo hapo (TIPS)	ndani ya masaa 24
(ix) malipo ya kikanda (EAPS, SIRESS)	ndani ya masaa 48
Bidhaa za Benki	
(i) vibali vya mikopo	ndani ya siku 14
(ii) amana	ndani ya masaa 8
(iii) uhamishaji wa kielektroniki	ndani ya masaa 36
(iv) utunzaji salama	ndani ya masaa 8
(vi) ombi la taarifa ya mkopo	ndani ya masaa 48
(vii) benki mtandaoni (kimataifa)	ndani ya masaa 72
Bureau de change	
(i) huduma za kubadilisha fedha za kigeni	ndani ya masaa 2
(ii) uhamishaji fedha	ndani ya masaa 2
Financial lease	
(i) lesi ya kifedha	ndani ya siku 14
Credit reference bureau	
(i) Ripoti ya mkopo	ndani ya masaa 24