

# Are you satisfied with our service?

## Customer complaints redressal mechanism

Among our core values is Integrity and Professionalism, and with a customer focus, we always strive to put satisfaction of our customers first. However, there could be instances when you are dissatisfied with our services, or we did not meet your expectations. If so, you can lodge your complaint through the given options:

- 1 Meet the Zonal Manager and lodge your complaint orally or in writing.
- 2 Fill and drop your complaint form at the Reception or in the Suggestion Box provided at the branch.
- 3 Email: [complaints@tadb.co.tz](mailto:complaints@tadb.co.tz)
- 4 You can email directly to the following senior officers:
  - Public Relations Manager at [publicrelations@tadb.co.tz](mailto:publicrelations@tadb.co.tz)
  - Director of Credit and Business at [directorbusiness@tadb.co.tz](mailto:directorbusiness@tadb.co.tz)
  - Managing Director at [md@tadb.co.tz](mailto:md@tadb.co.tz)
- 5 P. O. Box 63372, Dar es Salaam, Tanzania
- 6 Call Toll free: 0800 110 120 or call +255 22 292 3501/2
- 7 Completing a feedback form on the bank's website [www.tadb.co.tz](http://www.tadb.co.tz)
- 8 Send a message via Social media (Twitter, Instagram and Facebook) [@tadbtz](https://www.facebook.com/tadbtz)
- 9 Filling the customer complaint register/log book/form found at our branches and website [www.tadb.co.tz](http://www.tadb.co.tz).

We strive to resolve your complaint as soon as we receive it and action taken will be advised to you within 10 working days.

In case you are still not satisfied with the action taken by the bank, you can address your complaint, by filling a prescribed form (Form No. 1) available at the branch and submit it by either email, hand, post or fax, at the Complaints Resolution Desk of the Bank of Tanzania bearing the address below:

## Je umeridhika na huduma zetu?

### Utaratibu wa kuwasilisha na kushughulikia malalamiko

Tunu za benki ya Maendeleo ya Kilimo ni Uaminifu na Taaluma unaozingatia huduma kwa mteja. Hivyo, siku zote, ni azma yetu kumweka mteja mbele. Hata hivyo, tunatambua ya kwamba inaweza ikatokea kwamba haujaridhika na huduma zetu, au hatujatimiza matarajio yako. Kama ni hivyo, unaweza kuwasilisha malalamiko yako kwa mpangilio ifuatayo:

- 1 Onana na Meneja wa Kanda na wasilisha malalamiko yako kwa mdomo ama kwa maandishi.
- 2 Jaza fomu ya malalamiko na kuiwasilisha mapokezi au kuitumbukiza kwenye Sanduku la Maoni lililoko ofisi za kanda.
- 3 Tuma barua pepe kwenda: [complaints@tadb.co.tz](mailto:complaints@tadb.co.tz)
- 4 Tuma barua pepe moja kwa moja kwa Maafisa Waandamizi wafuatao:
  - Meneja Mawasiliano [publicrelations@tadb.co.tz](mailto:publicrelations@tadb.co.tz)
  - Mkurugenzi wa Biashara [directorbusiness@tadb.co.tz](mailto:directorbusiness@tadb.co.tz)
  - Mkurugenzi Mtendaji [md@tadb.co.tz](mailto:md@tadb.co.tz)
- 5 S.L.P 63372, Dar es Salaam, Tanzania
- 6 Namba za Simu: 0800 110 120 au +255 22 292 3501/2
- 7 Jaza fomu ya maoni kwenye tovuti yetu [www.tadb.co.tz](http://www.tadb.co.tz)
- 8 Tuma ujumbe kupitia mitandao yetu ya kijamii (Twitter, Instagram and Facebook) [@tadbtz](https://www.facebook.com/tadbtz)
- 9 Kujaza fomu maalum ya usajili wa malalamiko ya wateja kinachopatikana tawini na kwenye tovuti yetu [www.tadb.co.tz](http://www.tadb.co.tz)

Ni azma yetu kushughulikia malalamiko yako kadri tutakavyo yapokea na utapewa mrejesho juu ya hatua zilizochochuliwa ndani ya siku 10 za kazi.

Ikiwa hautaridhika na hatua hizo, unaweza kuwasilisha malalamiko yako, kwa kujaza fomu maalum (Fomu Na. 1) inayopatikana tawini, na kuituma ama kupitia barua pepe, kuiteleka mwenyewe, kwa posta, au tarakishi, kwenda Dawati la Kushughulikia Malalamiko lililoko Benki Kuu ya Tanzania kwa anuani ifuatayo:

**Dawati la Kushughulikia Malalamiko,**  
Ofisi ya Mwanasheria wa Benki, Benki Kuu ya Tanzania,  
2 Mtaa wa Mirambo Barabara ya 40184,  
Dar es Salaam, Tanzania,  
S.L.P.2939.  
Simu: +255 26 2963183/7 or +255 22 2232506  
Tarakishi: +255 26 2963189

**Complaints Resolution Desk,**  
Office of the Secretary to the Bank, Bank of Tanzania,  
2 Mirambo Street 11884,  
Dar es Salaam, Tanzania,  
P.O Box 2939,  
Tel: +255 22 223 4494/5/7  
Fax: +255 22 223 4217