



BANK OF AFRICA

BMCE GROUP



CUSTOMER SERVICE HUDUMA KWA WATEJA



Dear Esteemed Customers,

BANK OF AFRICA TANZANIA LIMITED wishes to inform all customers that you can now contact us to inform, report or complain for our immediate solution through the below channels;

i) Call: 0800 78 11 22 (Toll Free) or +255 782 262 043 ii) Email: info@boatanzania.co.tz iii) For Data protection complaints: dpo@boatanzania.co.tz

You can also visit our website through www.boatanzania.com or use the Suggestion Box located at our Branches.

BANK OF AFRICA TANZANIA LIMITED would wish to encourage all our Customers that all queries/complaints/request /data protection queries and complaints will be seriously managed so as to strengthen our customer-banking relationship. You are therefore advised to visit your nearest Branch for further guidance including the collection of the Customer Declaration Forms once your query is resolved.

The Bank believes that no complaint and or query shall remain unsolved within fourteen (14) days. However, should the Customer feel dissatisfied after fourteen (14) days, the query may be escalated to the CENTRAL BANK OF TANZANIA resolution desk.

BANK OF AFRICA TANZANIA LIMITED will cooperate with the CENTRAL BANK OF TANZANIA for a better solution.

Mpendwa Mteja,

BANK OF AFRICA TANZANIA LIMITED inapenda kuwafahamisha wateja wote kwamba sasa unaweza kuwasiliana nasi ili kupata msaada wa haraka kupitia njia zifuatazo;

i) Simu: 0800 78 11 22 (Bure) au +255 782 262 043 ii) Barua Pepe: info@boatanzania.co.tz iii) Lalamiko la ulinzi wa taarifa binafsi: dpo@boatanzania.co.tz

Vile vile wateja wanaweza wasilisha suala husika katika sanduku la maoni linalopatikana katika Matawi yetu yote au kwa kutembelea tovuti yetu www.boatanzania.com.

BANK OF AFRICA TANZANIA LIMITED inapenda kuwahakikishia wateja wetu ya kwamba taarifa, ombi au lalamiko lolote pamoja na lalamiko linalohusiana na ulinzi wa taarifa binafsi litakalotufikia litakua la muhimu kwetu na tutahakikisha wateja wetu wanapata huduma husika ipasavyo ili kuboresha uhusiano wa Benki na Mteja Hivyo basi, Wateja wanashauriwa kutembelea Matawi yetu ili kupata muongozo wa ziada ikiwa pamoja na kupewa Fomu maalumu ya tamko kila malalamiko hayo yanaposuluhishwa.

Tunaamini ya kuwa, hakuna lalamiko ambalo halitapewa umuhimu na kusuluhishwa ndani ya siku kumi na nne (14). Endapo Mteja hatoridhishwa na suluhu iliyotolewa na Benki ndani ya siku kumi na nne (14), sasa Mteja anayo fursa ya kuwasilisha malalamiko hayo kwenye dawati la malalamiko la BENKI KUU YA TANZANIA.

BANK OF AFRICA TANZANIA LIMITED itatoa ushirikiano utakaohitajika ili kupatikana suluhu bora Zaidi.

How to lodge your complaints with BANK OF TANZANIA Resolution desk

- a) By hand to the office of the Secretary to the Bank, at 10 Mirambo Street, Dar es Salaam.
- b) By post to the office of the Secretary to the Bank, P.O.BOX 2939, Dar es salaam.
- c) By electronic mail: complaintsdesk@bot.go.tz
- d) By Fax: +255 22 2234067
- e) By phone: +255 22 2233265/ +255 22 2233246

Jinsi ya kuripoti dawati la malalamiko BENKI KUU YA TANZANIA

- a) Kwa mkono Benki kuu mtaa wa Mirambo 10, Dar es Salaam.
- b) Kwa njia ya Posta, Benki Kuu, S.L.P Box 2939, Dar es salaam.
- c) Barua pepe: complaintsdesk@bot.go.tz
- d) Faksi: +255 22 2234067
- e) Simu: +255 22 2233265/ +255 22 2233246