



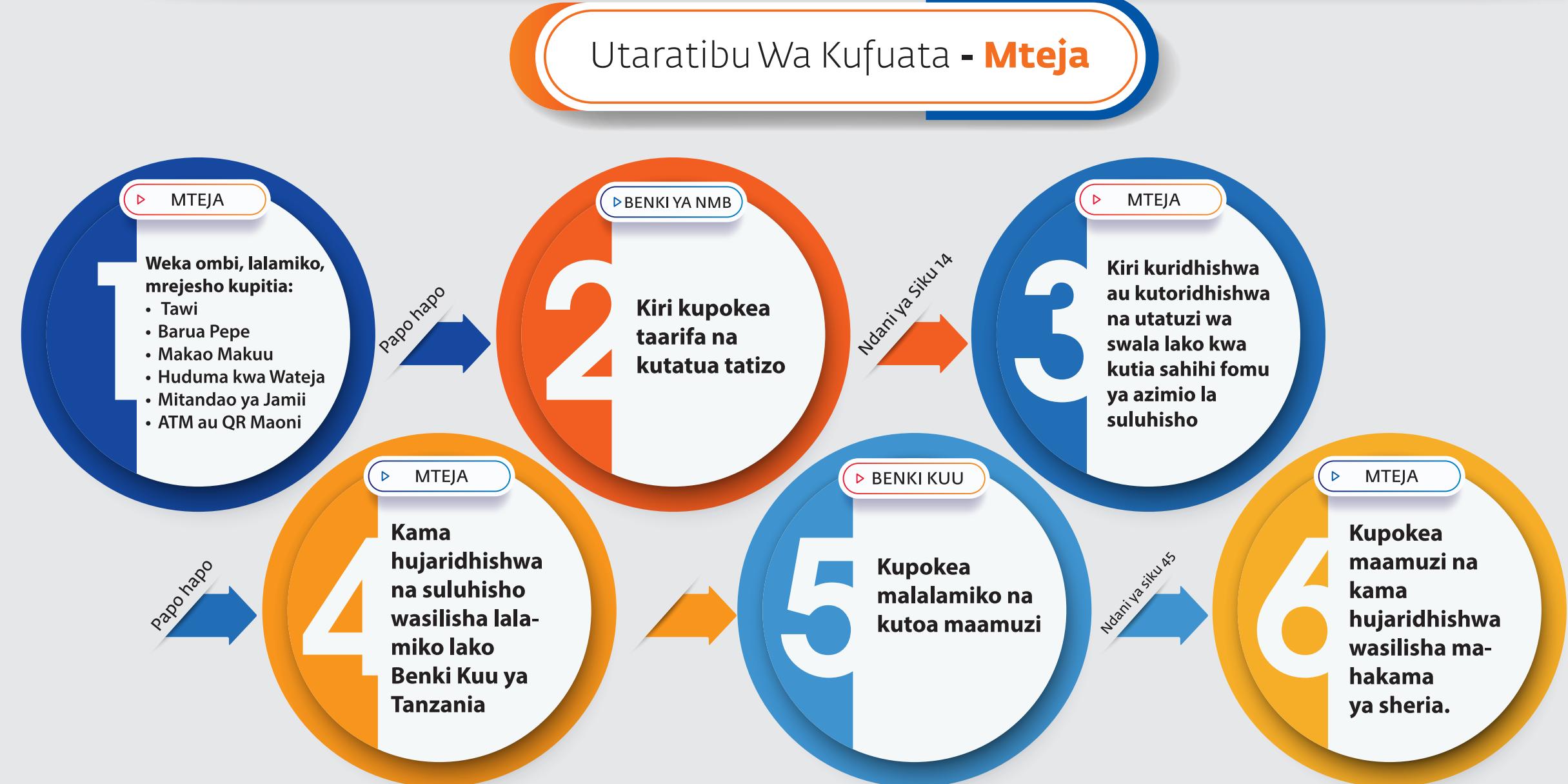
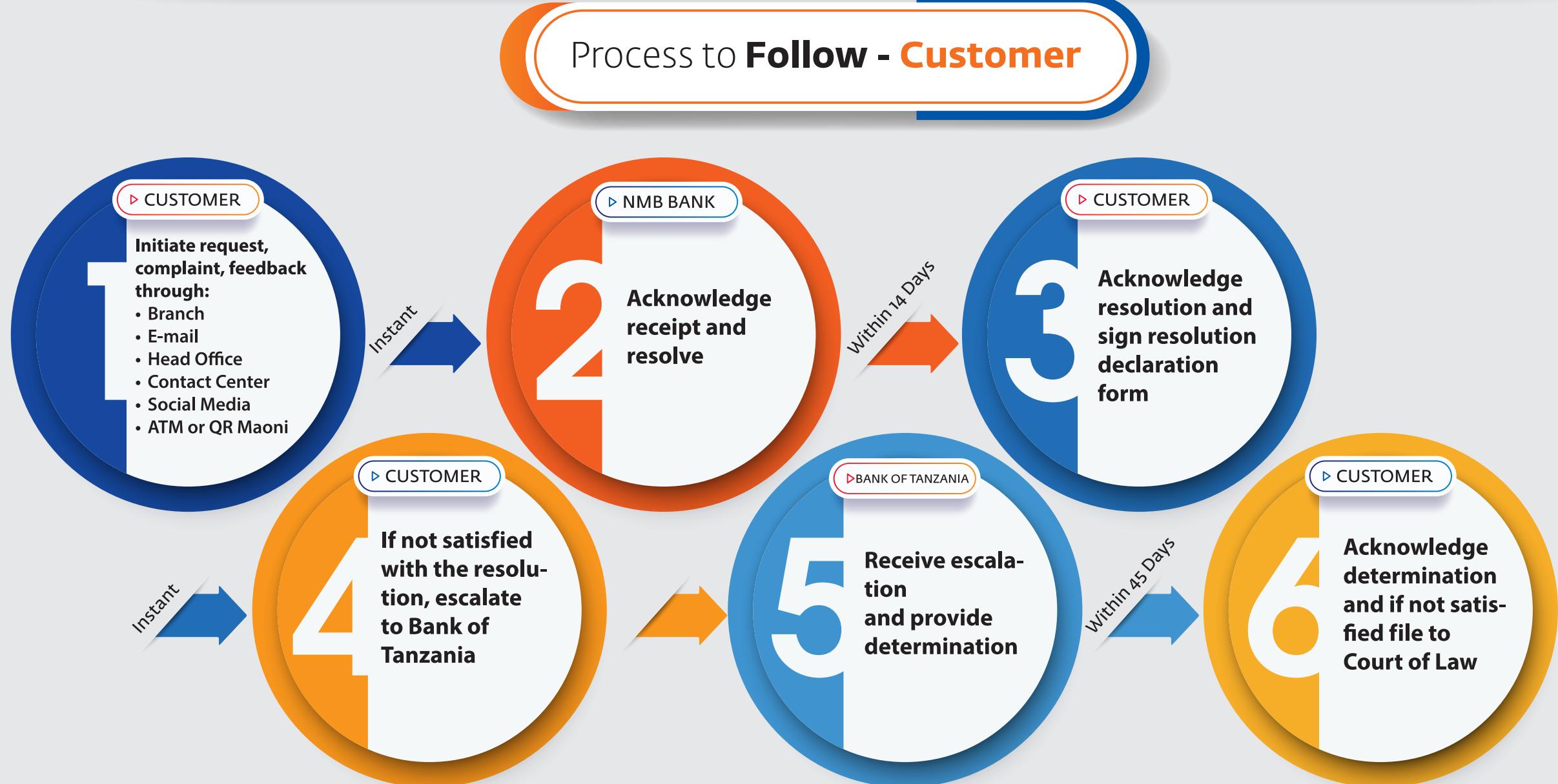
Request/Complaint & Feedback Customer Guide

The purpose of this guide is to describe steps to be followed by a customer when filing a request, complaint(s) or feedback on various channels.



Muongozo wa Maombi, Malalamiko Na Mrejesho

Dhumuni la muongozo huu ni kuainisha hatua za kufuatwa na mteja wakati wa kuwasilisha maombi, malalamiko au mrejesho kuitia njia mbalimbali.



Process to Follow - NMB Bank Plc

Resolve/Escalation Matrix	Turn Around Time (TAT)
At First Contact	Within 1 Day
For Investigation	Within 14 Days
To BOT	After 14 Days

For an issue that will require longer than the approved 14 days to resolve, NMB Bank shall secure time extension from Bank of Tanzania

Utaratibu Wa Kufuata - NMB Bank Plc

Suluhisho/Lalamiko	Muda wa Mrejesho
Mawasiliano ya kwanza	Ndani ya Siku 1
Kwa uchunguzi	Ndani ya siku 14
Kwenda BOT	Baada ya siku 14

Kwa swala ambalo litahitaji zaidi ya muda uliodhilinshwa wa siku 14 kupatiwa utatuzi, Benki ya NMB itaomba muda zaidi kutoka Benki Kuu ya Tanzania

How to File

