



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.

Process to Follow - Customer



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 Bank of Tanzania	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

How to File

Branch

Submit the sealed envelope at customer enquiry desk addressed to respective Branch Manager.

Physical Address

NMB Bank Plc Head Office
Ohio Street / Ali Hassan
Mwinyi Road,
P O Box 9213,
Dar es Salaam.
Tel:
+255 0800 002 002,
Email:
Tuambie@nmbbank.co.tz

Social Media

Instagram:
@NMBTanzania
Facebook:
@NMBBankPlc
Twitter:
@NMBBankPlc
WhatsApp:
+255 747 333 444.

Contact Center Dial:

Toll Free
0800
002 002

Bank of Tanzania

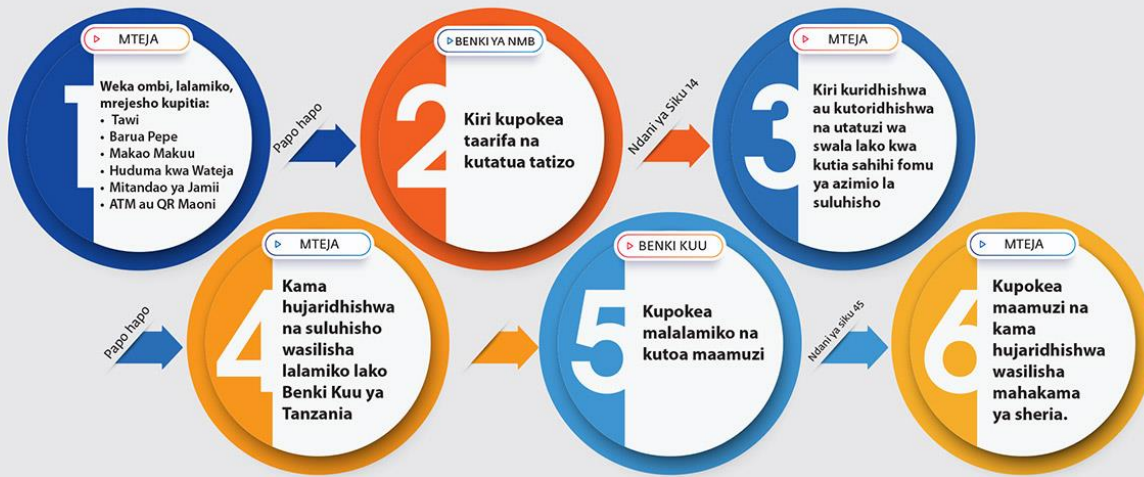
You may contact Complaint Resolution Desk at the Bank of Tanzania (BOT). In case you are not satisfied with the resolution provided by writing or visiting:
Bank of Tanzania
2 Mirambo Street
P.O.Box 2939
11884 Dar es Salaam,
Tanzania
Phone:2234494/2234495/
2234497/2235531



Muongozo wa Maombi, Malalamiko Na Mrejesho

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

Utaratibu Wa Kufuata - Mteja



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 Benki Kuu ya Tanzania	Baada ya siku 14

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

Jinsi ya Kuwasilisha

Tawi

Wasilisha bahasha iliyofungwa vizuri katika dawati la maulizo, ikiwa na anuani kwa Meneja wa Tawi husika.



Anuani

NMB Bank Plc
Makao Makuu
Mtaa Ohio/ Ali Hassan Mwinyi,
S. L. P 9213,
Dar es Salaam.
Simu:
+255 (0)22 2322000,
Pepe:
Tuambie@nmbbank.co.tz



Mitandao ya Kijamii

Instagram:
@NMBTanzania
Facebook:
@NMBBankPlc
Twitter:
@NMBBankPlc
WhatsApp:
+255 747 333 444.



Huduma kwa Wateja:

Piga Bure
0800
002 002



Benki Kuu ya Tanzania

Unaweza kuwasiliana na Dawati la Masuluhisho ya Malalamiko la Benki Kuu ya Tanzania (BOT), endapo hutaridhishwa na suluhisho tulilokupatia, kwa kuandika au kufika:
Benki Kuu ya Tanzania
2 Mtaa wa Mirambo
S.L.P 2039
11884 Dar es Salaam,
Tanzania
Simu: 2234494/2234495/
2234497/2235531

