



Are You Satisfied with NMB Service Commitment...?" TELL US"

NMB
Close to you

You  call it a

**COMPLIMENT,
SUGGESTION,
COMPLAINT**

we  call it OPPORTUNITY
TO SERVE YOU  BETTER!

At NMB, customer satisfaction is our priority and will continue serving our customers by making sure that we achieve our vision of being the Preferred Financial Services Partner in Tanzania. Therefore we would like to hear from you when you are happy or unhappy with our services by sharing your views or raise a complaint by speaking to any of our Staff through our extensive branch network or call our Contact Centre toll free number 0800 002 002.

In case you are not served as per our commitment escalate through the following steps;

Step 1 (1 - 3 days)

Speak to the Branch
Manager

Step 2 (4 – 10 days)

If you are not satisfied with the response
from Branch Manager contact Senior
Manager Customer Service through
telephone number 022 2322000 or email
tuambie@nmbtz.com

Step 3 (11 - 15 days)

If you are not satisfied with the response from Senior
Manager Customer Service contact Chief Retail
Banking through email crb@nmbtz.com or Chief
Wholesale Banking through email cwb@nmbtz.com
or through below Postal Address.

Step 4 (16 - 21 days)

If you are not satisfied with the response from Chief Retail Banking or Chief Wholesale Banking contact Managing
Director through email managingdirector@nmbtz.com or through below Postal Address

NMB Plc. Head Office,
Ohio/Ali Hassan Mwinyi Road,
P.o. Box 9213, Dar-es-Salaam Tanzania

If you are not satisfied with the way the bank has responded and resolved your complaint, you can appeal by filling a complaint form available at any of our branches or download it from our website www.nmbbank.co.tz and submit it to Bank of Tanzania (BOT) by hand or post with all the supporting documents through the following address.

**Post Office Box: Complaints Resolution Desk,
Office of the Secretary to the Bank,
2 Mirambo Street,
11884 Dar es Salaam
Fax number: +255 22 223 4067 or
Visit the Bank of Tanzania Office.**

The limit of monetary value that BOT's Complaint Desk can handle is below Tsh. 15,000,000

Thank You for Banking With Us

www.nmbbank.co.tz