

CUSTOMER COMPLAINTS HANDLING PROCEDURE



Our aspiration is to deliver market-leading experiences to all our customers across every segment and at every touchpoint. However, if at any point our service falls short of your expectations, we welcome your feedback and concerns. Please visit your nearest branch or reach us through any of the following channels:

Telephone	Email	WhatsApp Chat	Write to us
Toll - Free 0800 787 999	customer.care@imbank.co.tz	+255 755 674 696	I & M Bank (T) Limited P.O Box 1509, Dar es Salaam, Tanzania

ESCALATION MATRIX: ADDRESS YOUR SERVICE CONCERNS HERE

Level 1 (1-3 DAYS)

Email: customer.care@imbank.co.tz

Level 2 (4-10 DAYS)

Head of Customer (headcustomerexperience@imbank.co.tz)

Level 3 (11-14 DAYS)

Head of Retail (headretailbanking@imbank.co.tz)

WHAT IF YOUR COMPLAINT HAS NOT BEEN RESOLVED TO YOUR SATISFACTION

If you are dissatisfied with the Bank's decision, you may appeal to the Complaint Handling Desk at the Bank of Tanzania. Complaints can be submitted through the following channels during working hours:

- (a) the SEMA NA BOT website.
- (b) the SEMA NA BOT mobile application.
- (c) the SEMA NA BOT toll-free number (IVR).
- (d) the SEMA NA BOT chatbot, or
- (e) any other acceptable method, depending on the available communication channels

IMPORTANT INFORMATION

When submitting and following up on a complaint, please:

- Provide all relevant information and documents to help us resolve your concern quickly and fairly.
- Fully cooperate with our team throughout the resolution process to achieve the best outcome

You will be issued a unique reference number for tracking your complaint and for any future follow-ups.



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On Your Side

Lengo letu ni kuwapa wateja wetu wote huduma bora zaidi katika kila sehemu na kila mara wanapohitaji huduma zetu. Hata hivyo, ikiwa huduma zetu hazikuridhishi, tunakaribisha maoni yako na mrejesho. Tafadhali tembelea tawi letu la karibu au wasiliana nasi kupitia njia zifuatazo:

Simu	Barua pepe	Njia ya Whatsapp	Tuandikie
Bila malipo: 0800 787 999	customer.care@imbank.co.tz	+255 755 674 696	I & M Bank (T) Limited P.O Box 1509, Dar es Salaam, Tanzania

NGAZI ZA USULUHISHI: WASILISHA MALALAMIKO YAKO YA HUDUMA HAPA

Hatua ya kwanza (Siku 1-3)

Barua pepe: customer.care@imbank.co.tz

Hatua ya pili (SIKU 4-10)

Mkuu wa Wateja (headcustomerexperience@imbank.co.tz)

Hatua ya tatu (SIKU 11-14)

Mkuu wa Wateja wa Rejareja (headretailbanking@imbank.co.tz)

IKIWA MALALAMIKO YAKO HAYAJATATULIWA KWA KURIDHISHA.

Endapo hujaridhishwa na uamuzi / maamuzi ya benki, au hujapokea majibu ndani ya siku kumi na nne (14), una haki ya kukata rufaa kwa Kitengo cha Kushughulikia Malalamiko katika Benki Kuu ya Tanzania, muda wa kazi kupitia njia zifuatazo:

- Tovuti ya SEMA NA BOT.
- Programu ya simu ya SEMA NA BOT.
- Namba ya bure ya SEMA NA BOT (IVR).
- SEMA NA BOT chatbot, au
- Njia nyingine yoyote inayokubalika, kulingana na mifumo ya mawasiliano iliyopo.

TAARIFA MUHIMU

Wakati wa kuwasilisha na kufuatilia malalamiko, tafadhali:

- Toa taarifa na nyaraka zote muhimu zitakazosaidia kutatua tatizo lakoharaka na kwa haki.
- Shirikiana kikamilifu na timu yetu wakati wote wa mchakato wa utatuzi ili kupata matokeo

Utapewa namba maalum ya rejea kwa ajili ya kufuatilia malalamiko yako na kwa ufuatiliaji wowote wa baadaye.



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