

At NCBA Bank, we are committed to providing exceptional service and continuously improving your experience. Your feedback is important to us; it helps us understand your needs and enhance our services.

**HOW TO REACH US WITH YOUR FEEDBACK OR COMPLAINT**

<p><b>Call:</b></p> <ul style="list-style-type: none"> <li>+255 767 486526</li> <li>+255 685 701036</li> </ul> <p><b>Email:</b></p> <ul style="list-style-type: none"> <li>General: <a href="mailto:contacttz@ncbagroup.co.tz">contacttz@ncbagroup.co.tz</a></li> <li>Data Protection: <a href="mailto:dataprotectionTZ@ncbagroup.com">dataprotectionTZ@ncbagroup.com</a></li> </ul> <p><b>Branch:</b></p> <p>In-Branch: Our staff are ready to assist you in person at any NCBA Bank branch. You may also use the suggestion box available at our branches.</p> <p><b>Letter:</b></p> <p>Write to us at:                  NCBA Bank Tanzania Limited                  Amani Place Building, 1st, 2nd &amp; 10th Floor, Ohio Street                  P.O. Box 20268, Dar-es-Salaam, Tanzania</p> <p><b>Website:</b></p> <p>Visit <a href="http://www.ncbagroup.co.tz">www.ncbagroup.co.tz</a> for more guidance.</p>	<p><b>Our Complaint Handling Process – Here for You Every Step of the Way</b></p> <p>We value your feedback and are committed to resolving your concerns quickly and fairly. Here’s how we’ll work with you to make things right:</p> <ol style="list-style-type: none"> <li><b>You Share Your Concern</b>                      Let us know what happened and how we can help. You can reach us through any of our contact channels.</li> <li><b>We Acknowledge Your Complaint</b>                      We’ll confirm we’ve received your complaint and provide you with a unique reference number so you can track progress.</li> <li><b>We Investigate &amp; Work Towards a Solution</b>                      Our team will carefully review your concern and work on resolving it. The specific timeline for a resolution is outlined in the table below. We will inform you if there is a delay and provide a revised timeframe.</li> <li><b>We Share the Outcome</b>                      We’ll let you know our decision and resolution via email or SMS. In some cases, we may also ask you to sign a Complaint Resolution Declaration Form to confirm the matter is settled.</li> </ol>
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**If You Still Need More Help – Escalation**

If we are unable to resolve your complaint within the timeframe stipulated, we will inform you of the delay, provide a reason, and outline the measures being taken. We will ensure the matter is resolved within a time not exceeding half of the original period.

**To the Bank of Tanzania (BOT):**

If you are unsatisfied with our final resolution, you may appeal to the Bank of Tanzania within 7 days of receiving our decision

- Mail: P.O. Box 2939, Dar es Salaam
- Email: [complaints-desk@bot.go.tz](mailto:complaints-desk@bot.go.tz)
- Toll-free: 0880 111100
- In person: Visit the Complaints Resolution Desk at the BOT Head Office

**For Data Protection Complaints:**

- Director General,
- Personal Data Protection Commission
- 1 Moshi Street, Viwandani,
- P.O. Box 1105, 41102 Dodoma,
- Tel: 0718462536, 0736110505, 0753459155
- Email: [dg@pdpc.go.tz](mailto:dg@pdpc.go.tz)

**COMPLAINT RESOLUTION TIMELINES BY PRODUCT/SERVICE**

S/N	Product/Service Category	Sub-Category	Resolution Time
1	Payments products	(i) Mobile financial services	within 12 hours
		(ii) Remittance (through banks)	within 48 hours
		(iii) Card payments (Domestic)	within 24 hours
		(iv) Card payments (International)	within 30 days
		(v) Cheques (TACH)	within 24 hours
		(vi) Internet banking (domestic)	within 24 hours
		(vii) Inter-bank payments (TISS)	within 24 hours
		(viii) Instant payments (TIPS)	Within 24 hours
		(ix) Regional payments (EAPS, SIRESS)	within 48 hours
2	Banking products		within 14 days
		(i) Credit facilities	within 14 days
		(ii) Deposits	within 8 hours
		(iii) Electronic transfers	within 36 hours
		(iv) Foreign exchange services	within 2 hours
		(v) Loan statement request	within 48 hours
		(vi) Internet banking (international)	within 72 hours
3	Credit reference bureau	(i) Routine Credit Report Request	within 24 hours
		(ii) Disputed/Inaccurate Credit Report	Within 10 days