

JINSI YA KUWAKILISHA MALALAMIKO, PONGEZI AU, MAONI BANCABC.

- Wasilisha malalamiko/pongezi/maoni yako kwa wafanyakazi wa African Banking Corporation Limited (ambayo inajulikana pia kama BANCABC) kwenye sehemu ya utoaji huduma kwa wateja katika tawi la BancABC ulilotembelea au piga simu kwenye kituo chetu cha huduma kwa wateja kwakutumia namba zifuatazo +255222111990 , +255222180212, +255779000154, +255222630746, +255779000786, +255262322750, +255282541240, +255 779111000 au barua pepe customercares@bancabc.com
- Malalamiko yako yatapokelewa na mfanyakazi wa BancABC na atahakikisha kuwa anapata taarifa zote muhimu kutoka kwako.
- Taarifa zako zitachukuliwa na mfanyakazi wa BancABC na hatazihakiki kama zinatoshesheza. Fomu yako ya malalamiko (Customer Feedback Card) itajazwa kikamilifu na mfanyakazi wa BancABC.
- Mawasiliano kati yako na BancABC kuhusiana na utatuzi wa malalamiko yako yatafanywa kupitia barua pepe, njia ya posta au njia ya simu.
- Kama hautaridhiswa na suluhisho utakalopewa, tawi husika la BancABC litawakilisha malalamiko yako kwenye kitengo kinachoshughulikia malalamiko ya wateja kilichoko makao makii ya BancABC.
- Na kama bado hautaridhiswa na suluhisho kutoka BancABC unaweza kufikisha malalamiko yako kwenye kitengo cha kushughulikia malalamiko ya wateja cha Benki Kuu ya Tanzania (BOT).
- Fomu ya malalamiko inaweza kuwasilishwa Benki Kuu ya Tanzania kwa kupitia sanduku la posta, kwa mkono au faksi namba +255 22 223 4067 baada ya kujazwa na kusainiwa na mlalamikaji, malalamiko yote yatumwe kupitia anuani ifuatayo:

Benki kuu ya Tanzania
Dawati la Usuluhishi wa Malalamiko,
Ofisi ya katibu wa Benki,
Mtaa 2 Mirambo,
S.L.P. 11884, Dar – es- salaam.

Fomu hizi za malalamiko zinapatikana kwenye matawi yetu na mfanyakazi wa benki.

SULUHISHO

- Endapo suluhisho la haraka halitaweza kupatikana. BancABC itathibitisha kupokea malalamiko yako ndani ya muda wa siku tatu (3) za kazi ambapo litashughulikiwa kikamilifu.

JINSI YA KUWASILIANA NASI

- Tafadhali fika kwenye tawi lolote la BancABC lilopo karibu nawe au kwa tarifa Zaidi tupigie kupitia +255222111990 , +255222180212, +255779000154, +255222630746, +255779000786, +255262322750, +255282541240, +255 779111000.

OR

- Kutuma malalamiko / pongezi au maoni ni BURE. Kupiga simu huduma kwa wateja kutalipiwa kwa kiwango cha kupiga simu kulingana na mtandao unaotumia.

Submit a complaint / compliment / your feedback to staff African Banking Corporation Tanzania Limited (which is also known as BancABC)

- Submit a complaint / compliment / your feedback to staff African Banking Corporation Tanzania Limited (which is also known as BancABC) on the part of service delivery to customers in the branch of BancABC you visited or call on our station customer service extension on the following numbers 255 222 111 990, 255 222 119 302, 255222112402, 255222119422 or email us on customercaretz@bancabc.com.
- Complaints will be received by an employee of BancABC and will ensure that it gets all the attention it requires.
- Your information will be taken and verified by BancABC Staff.
- Complaints Form (Customer Feedback Card) will be filled fully with BancABC Staff.
- Communication between you and BancABC related to the resolution of your complaint will be made via e-mail, by post or over the phone.
- If you are not satisfied with the solution given by the relevant branch of BancABC, you can represent your complaints to the unit responsible for handling customer complaints BancABC Headquarters.
- And if you are still not satisfied with the solutions from BancABC you can convey your complaint to the unit that handles complaints of customers at the Bank of Tanzania (BOT).
- Form of the complaint may be submitted to the Bank of Tanzania by post, by hand or fax number 25522 223 4067 post to be filled and signed by the complainant. All complaints should be channeled through the following address:

Bank of Tanzania,
Complaints Resolution Desk,
Office of the Secretary to the Bank,
2 Mirambo Street,
11884, Dar es Salaam.

These forms are available on the reception desk of our Branches and the bank Staff will give you instructions on how to complete the form.

SOLUTION

- If a quick solution cannot be found, BancABC will confirm receipt of your complaint and within three (3) working days it will be properly addressed.

How to Contact Us

- Please visit any of our branches in Dar, Arusha, Mwanza and Dodoma.
OR
- Call our BancABC customer service unit through the following numbers 25522211990, 255222119302, 255222112402, 255222119422
- Sending complaints / compliments or comments is free.
- Calling customer service will be charged as per rate of call according to a network provider.