

CUSTOMER COMPLAINTS HANDLING PROCEDURE



We aim to provide you with the best banking experience you can find. In the event that we fall short, contact us through one of the channels below:

Telephone	Email	WhatsApp Chat	Write to us
Customer Contact Centre Call: +255 784 107 999	Customer.care@imbank.co.tz enquiry@imbank.co.tz	+255 755 674 696	I & M Bank (T) Limited P.O Box 1509, Dar es Salaam, Tanzania

HOW LONG IT WILL TAKE US TO GET BACK TO YOU?

- All complaints will be resolved within timelines as per table below.
- Written Complaints via email will be responded to within two hours.
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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 not satisfied with the resolution of your complaint by the bank, or if there has been no response within 14 days, you can escalate the matter by contacting the Bank of Tanzania through the following channels:

Complaints Resolution Desk

Office of the Secretary to the bank
2 Mirambo Street 11884
P.o.Box 2939
Dar es Salaam Tanzania
Email : complaints-desk @bot.go.tz

IMPORTANT INFORMATION

Please note that calls made to the bank will be at your cost, as prescribed by your Mobile Network Operator, except for calls directed to the Customer Contact Centre using our toll-free number.

+255 (784) 107 999

customer.care@imbank.co.tz