

Complaints and Compliments Handling Procedure

At FNB we are always looking at providing a world class banking experience to our customers, in the event that we do not provide such service or when we exceed your expectation please contact us through one of the channels below;

Retail

Phone: +255 768989050

Email: callcentrequeries@fnb.co.tz

Business

+255 768989075

service@fnb.co.tz

Corporate

+255 768989113

CIBservice@fnb.co.tz

All complaints will be attended to immediately upon receipt and feedback will be provided on a daily basis until resolved, in exception of Visa card related complaints which will be resolved within 90 working days.

If you are not satisfied with the response or solution we have provided and you wish to take it further, please write to Bank of Tanzania (BOT) Complaints resolution Desk:

Complaints Resolution Desk,
Office of the Secretary to the Bank,
2 Mirambo Street,
P.O. Box 11884,
Dar es Salaam.
Fax No: +255 22 223 4067

IMPORTANT INFORMATION

Please note: for customers benefit and ease of reference, all calls to our Call Centre are recorded.

Utaratibu wa Kushughulikia Malalamiko ya Mteja na Kuridhika kwa Huduma

FNB siku zote tunalenga kutoa huduma za kibenki zenye uzoefu wa hali ya juu kwa wateja wetu. Ikitokea tumepungukiwa au tumevuka matarajio yako katika kukupatia huduma tafadhali wasiliana nasi kupitia moja ya njia zifuatazo;

Wateja Binafsi

Simu: +255 768989050

Barua Pepe: callcentrequeries@fnb.co.tz

Wateja wa Biashara

+255 768989075

service@fnb.co.tz

Wateja wa Biashara Wakubwa

+255 768989113

CIBservice@fnb.co.tz

Malalamiko yote yatashughulikiwa kwa haraka punde tu yatakapowasilishwa na mteja atapewa taarifa kila siku mpaka tatizo litakapotatuliwa, isipokua malalamiko yanayohusiana na kadi za Visa yatashughulikiwa ndani ya siku 90.

Ikiwa haujaridhishwa na ufumbuzi wa malalamiko tuliyokupatia. Unaweza kupeleka malalamiko yako kwenye dawati la azimio la malalamiko la Benki Kuu ya Tanzania (BOT) ili kupata suluhisho kwa kuandika barua kwa:

Kitengo cha Ulinzi kwa Mteja na Malalamiko ya Fedha

Ofisi ya Katibu wa Benki,

2 Mtaa wa Mirambo,

S.L.P 11884,

Dar es Salaam.

Namba ya Faksi: +255 22 223 4067

TAARIFA MUHIMU

Tafadhali zingatia: kwa faida ya wateja na urahisi wa kumbukumbu simu zote zitarekodiwa.



FNB
First National Bank

how can we help you?