

CBA CUSTOMER COMPLAINTS RESOLUTION PROCESS

CBA is a financial services company which is moving towards offering what is more aligned to our customers' lifestyles. Our aim is for you to be delighted with our services wherever you come into contact with our Bank.

At CBA, the promise made to our customers is to consistently deliver high standards of service; from reliable financial services to friendly, efficient staff, understanding that without satisfied customers our business cannot grow.

The CBA Complaints Resolution Desk (the Desk) aims to resolve all of our customer's complaints, quickly and effectively.

The quickest way for your complaint to be addressed is to contact us by telephone or by Sending an email to our Contact Centre Team through the below Contacts. The Bank will get in touch immediately to update you on the status of your logged complaint. Moreover logged Complaints by means of email from our Customer to the Bank's Customer Contact Centre will be replied to promptly. Some complaints may take a longer time to be resolved but the bank in such cases, in addition to a written acknowledgement immediately, the Bank will inform you about the status of your complaint within 10 working days with a regular updates on the outcome of the investigations and proposed solution.

The Bank's Customer Contact Centre

Telephone: +255 22 2130113

Mobile: +255 767 486526 or 255 685 701036

Fax: +255 22 2125710

Email: contact@cbagroup.com

Opening hours: -

Our Contact Centre is operational 24 hours, 7 days a week

Through Post Office

Commercial Bank of Africa (Tanzania) Limited,

Ohio Street, Amani Place,

P.O. Box 9640, Dar es Salaam

Dar es Salaam, Tanzania.

Escalation of your complaints

In case your complaint has not been addressed to your satisfaction and you have not received a response from the Bank within 21 days, or you are not content with the resolution or arrangement we have taken on your grievance, within 14 days after 21 days expired you can request the Bank of Tanzania (BOT) Complaint Desk Resolution to further look into your matter by writing to:-

**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

You must include the following Information in your complaint: -

- a) Your name and address.
- b) The name and address of the banking institution against which the complaint is made.
- c) Details of what your complaint is all about including exactly what the bank did and what the bank shouldn't have done or what shouldn't have been done that the bank did.
- d) What you have lost in terms of personal injustice, financial loss, hardship or inconvenience.
- e) What you would like the Desk to do to put things right and details of what you have done so far to try to resolve the complaint
- f) Include documentary evidence, if any.

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