



We welcome your feedback

Standard Chartered Bank continues to remain committed to making banking a pleasant experience for you at all times. In this regard, we continue to welcome your feedback; be it positive, or for improvement, as well as any complaints that you might have.

The Bank will respond to your complaint within 48hrs (business hours) and strive to resolve your complaint within 72hrs (business hours) with a maximum of 15 business days of receipt of complaint.

Complaints Escalations

Please feel free to use any of the channels below to reach us;

For Retail Banking Clients;

Contact our Client Care Centres:

Retail Banking Hotline: +255 22 216 4999, +255 784 109 999 or talk to our Customer Service Managers or Branch Managers or Relationship Managers at our Branches and the Priority Centre

E-mail us:

For general enquiries, complaints or compliments callcentre@sc.com or ClientExperience.Tz@sc.com.

If you remain dissatisfied Escalate to us:

The Bank's Top Management Team is ready to attend to you if you are not satisfied with the response(s) received

For Corporate Clients;

Contact our Client Services Centres:

Client Service Group Hotlines: +255 784 109 600
Premier Service Hotlines: +255 22 216 4600/03/05
or talk to your Relationship Managers

E-mail us:

For general enquiries, complaints or compliments

Client Services Group: Straight2bank.tz@sc.com or
Premier Service: premierservice.tz@sc.com

If you remain dissatisfied Escalate to us:

The Bank's Top Management Team is ready to attend to you if you are not satisfied with the response(s) received

from our staff or if you have not received a response from our bank within two days of sending your queries. Please escalate to us using the below contacts:

Client Experience Group on +255 22 216 4979

Head of Client Experience, Process & Governance on +255 22 216 4637

Retail Banking:

Country Head, Retail Banking on +255 22 216 4978

from our staff or if you have not received a response from our bank within two days of sending your queries. Please escalate to us using the below contacts:

Commercial Banking:

Country Head Commercial Banking on +255 22 216 4922

If your Complaint is still unresolved appeal to;

Chief Executive Officer, Standard Chartered Bank Tanzania Limited on; +255 22 216 4915

Or write to us at the following address:

Standard Chartered Bank Tanzania Limited,
Client Services Group,
P. O. Box 9011,
Dar-es- Salaam.

Contact the DESK at Bank of Tanzania:

If you are still not satisfied with the response(s) from the bank, or if you will not have received a response from the bank within 21 days of sending your complaint, you can file it before the 'DESK' at the Bank of Tanzania through the following ways:

Post it or hand-deliver it to the address below:

Complaint Resolution Desk,
Office of the Secretary of the Bank of Tanzania,
2 Mirambo Street,
P.O. Box 11884,
Dar-es-Salaam.

Please be advised that the 'DESK' complaint submission form(s) are available at our Customer Service Desks at any of our Branches or Premier Service Banking Centre.

Standard Chartered Bank Tanzania Limited is committed to serving you better.

[sc.com/tz](https://www.sc.com/tz)

Here for good

Standard Chartered Bank Tanzania Limited is regulated by the Bank of Tanzania.