



Here's How You Can Reach Us

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 acknowledge receipt of your complaint(s) within 24hrs (business hours) and strive to resolve it / them between 48hrs (business hours) and 15 business days of receiving your complaint(s).

Complaints escalations

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

For consumer private & business 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

Customer Service Emails: callcentre@sc.com or ClientCare.Tz@sc.com
Priority and Business customer service email: priortybanking.tz@sc.com

Online: Log your issue on our website or SC Mobile App (Inbox)

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 Unit: +255 22 216 4979
Head of Client Experience: +255 22 216 4637
Consumer Private & Business Banking (CPBB)
Country Head, CPBB +255 22 216 4978

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.

When contacting the DESK at Bank of Tanzania, kindly take note of your role and Bank's role as seen below.

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: priemierservice.tz@sc.com

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Corporate, Commercial and Institutional Banking:
Country Head of Corporate,
Commercial and Institutional Banking on +255 22 2164930

BOT the DESK Responsibility Guidelines:

Bank's Responsibility	Consumer's Responsibility
Act honestly, fairly and professionally, does not misrepresent its product or service	Prior to logging a complaint with the Desk, exhaust the bank's internal complaint handling mechanism
Makes full disclosure of all relevant material information of its product and service in a clear, simple language printed in legible document	Comply with the Desk complaining lodging procedure provided in these guidelines.
Discloses information on its internal complaints handling mechanism including referral to the Desk, in conspicuous places at all of its business premises, website and make available such information in printer materials in plain language both in English and Kiswahili.	Refrain from misrepresenting facts of your – complaints to the Desk
Appoints a senior office to service as a liaison person with the Desk	Provide relevant information and documents to assist in the resolution of the complaints
Timely submits requested information to the Desk including submitting within 10 days information requested by the Desk to facilitate processing a complaint.	Fully cooperation in the complaint's resolution process

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