



The bank that listens

Feedback & Complaints Handling Mechanism

CRDB Bank Plc is committed to make a pleasant banking experience, and thus it is important for us to know your feedback so that we can continue to serve you better and further enrich our journey of success together.

It is the Bank promise to deliver excellent services to its customers and create an everlasting impression of excellence through its products and services, we hence value your feedback.

Call Center Numbers

You may contact us through our Call Centre Numbers;
+ 255 222 197 700 +255 755 197 700
+255 714 197 700 +255 789 197 700

Speak to our Bank staff/or Relationship Manager at any of our branches in person

Email

info@crdbbank.co.tz

Letter

You may directly write to us through our address:
Customer Experience Top Team
Head Office: Ali Hassan Mwinyi Road
P.O. Box 268,
Dar es Salaam, Tanzania

Shall you not be satisfied with the service received from our Service team or Relationship Manager, you may escalate further to the below contact;

Level 1:	(1-3 Days)	Please contact our Call Centre team on the following numbers; +255 222 197 700, +255 755 197 700, +255 714 197 700, +255 789 197 700 Email: customer_experience@crdbbank.co.tz
Level 2:	(4-10 Days)	Head of Customer Experience Email: head_customerexperience @crdbbank.co .tz: P.O. Box 268, Dar es Salaam.
Level 3:	(11 - 14 Days)	The Director of Retail Banking Email: director_retailbanking@crdbbank.co .tz P.O. Box 268, Dar es Salaam The Director of Corporate Banking Email: director_corporatebanking@crdbbank .co.tz: P.O. Box 268, Dar es Salaam.

If you remain dissatisfied with the Bank's resolution of your complaint and if the bank did not acknowledge your complaints within 14 days, you may escalate your queries to the Bank of Tanzania through:

Complaints Resolution Desk

Office of Secretary to the Bank, Bank of Tanzania

2 Mirambo Street, 11884 Dar es Salaam, **P.O. Box:** 2939 **Telephone:** +255 22 223 3265/+255 22 223 3246

Fax:+255(0) 22 223 4067, **Email:**complaints-desk@bot.go.tz