

## CUSTOMER COMPLAINT PROCEDURE

Are you satisfied  
with MHB Services?

Dear Customers,

One of our core values is Customer focus and we always strive to put satisfaction of our customers first. However, there could be instances when you are dissatisfied with our services as the same did not meet your expectations or that our services were deficient, then you can lodge your complaint as given below:

1. **Meet the Branch Manager and lodge your complaint orally or in writing.**

2. **Drop your complaint in the suggestion Box provided at the branch**

3. **Email: [customerservice@mhbbank.co.tz](mailto:customerservice@mhbbank.co.tz)**

**Please Contact us through +255 747 666 511 or Email: [info@mhbbank.co.tz](mailto:info@mhbbank.co.tz)**

We will resolve your complaint within 24 working hours with a maximum of 7 days of receipt of the complaint and action taken will be advised to you. 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.

**BANK OF TANZANIA (BOT)  
COMPLAINTS RESOLUTION DESK  
OFFICE OF THE SECRETARY TO THE BANK,  
MIRAMBO STREET,  
11884, DAR ES SALAAM**

## UTARATIBU WA KUWASILISHA MALALAMIKO

Je! unafurahia huduma zetu?

Ndugu Mteja,

Moja kati ya maadili yetu ya msingi ni kuweka "Mteja Kwanza" na daima tunajitahidi kuyapa kipaumbele cha kwanza mahitaji ya wateja wetu. Hata hivyo, ikitokea kwamba haujaridhishwa na huduma uliyoipokea, unaweza kuwasilisha malalamiko yako kama ilivyoelekezwa hapo chini:

1. **Onana na Meneja tawi na wasilisha malalamiko yako kwa mdomo au maandishi**

2. **Tumbukiza malalamiko yako kwenye sanduku la maoni lililoko tawini**

3. **Tuma barua pepe kwenda [customerservice@mhbbank.co.tz](mailto:customerservice@mhbbank.co.tz)**

**Wasiliana nasi kupitia simu: +255 747 666 511 au barua pepe: [info@mhbbank.co.tz](mailto:info@mhbbank.co.tz)**

Ni azma yetu kushughulika malalamiko ndani ya masaa 24 ya siku za kazi na kwa muda usiozidi siku 7 toka tarehe ya wasilisho lako na utapewa mrejesho juu ya hatua zilizochukuliwa. Ikiwa hautaridhika na hatua hizo, unaweza kuwasilisha malalamiko yako kwenda Dawati la Kushughulikia Malalamiko lililoko Benki Kuu ya Tanzania kwa anuani ifuatayo:

**BANK OF TANZANIA (BOT)  
COMPLAINTS RESOLUTION DESK  
OFFICE OF THE SECRETARY TO THE BANK,  
MIRAMBO STREET,  
11884, DAR ES SALAAM**

**Mwanga Hakika Bank Limited**

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