

Access Bank Tanzania

Your voice matters

Sauti Yako Ni Muhimu

Here's how to contact us

Access Bank Tanzania is committed to ensuring that all banking services are always available without interruption and. As part of our dedication to improving customer experience, we welcome your feedback—whether compliments, suggestions, or complaints. Your feedback is important in helping us continue to improve our services to serve you better.

For More Information:

Phone: 0800 714 141 (Toll Free)
Email: customercaretz@accessbankplc.co.tz

Address:

Access Bank Tanzania Limited
Customer Service Department
P.O. Box 3131
Dar es Salaam

You May Submit Your Complaint Through Any of the Following Channels:
(1-2 days).

- Customer Service Hotline: **0800 714 141 (Toll Free)**
- Customer Service Email: customercaretz@accessbankplc.co.tz
- Any Access Bank Branch
- Your Relationship Manager
- Write to Us:
Access Bank Tanzania
Customer Experience Department
P.O. Box 3131
Dar es Salaam.

Not Satisfied with the Resolution?

If the response you received does not meet your expectations, you may escalate the matter to the following Heads:(3-5days)

- HeadCX_TZ@accessbankplc.co.tz
- HeadRetailCX_TZ@accessbankplc.co.tz
- HeadCommercialCX_TZ@accessbankplc.co.tz
- HeadCorporateCX_TZ@accessbankplc.co.tz
- Managing Director (MD): MD_TZ@accessbankplc.com (10-14 days)

Still Not Satisfied?

If you are still not satisfied with the bank's response(s), or if you do not receive a response within 15 days of filing your complaint, you may escalate it to the Complaint Resolution Desk at the Bank of Tanzania through the following ways:

Bank of Tanzania Complaints Desk (for all product-related complaints)
Post or deliver to:

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

Insurance-related Complaints (TIRA):

The Commissioner of Insurance
LAPF Building, 5th Floor
Plot No. 4/5, Makole Street
P.O. Box 2987
Dodoma – Tanzania
Tel: +255 (026) 2321180
Email: coi@tra.go.tz
Online submission: <https://www.tira.go.tz/complaints>

Majukumu ya Benki

Utendaj kwa uaminifu, haki na weledi, sipotoshe kwenye maelezo ya bidhaa au utojaji huduma
Kutoa maelezo na taarifa kamili za bidhaa na huduma zake kwa lugha rahisi, kupita nyaraka zilichapishwa na zinazosomeka vizuri.
Kuweka utaratibu wa ndani wa kushughulika malalamiko pamoja na utaratibu wa kupeleka malalamiko hayo kwenye Dawati la Malalamiko, Benki kuu, katika maeneo ya wazi kwenye eneo kwenye eneo la biashara na tovuti ya Benki, na pia kutoa taarifa hiyo kwenye nyaraka zilzochapishwa kwa lugha ya Kingereza na Kiswahili.
Kuteua Afisa wa ngazi ya juu ambaye ni kiunganshi kati ya Benki na Dawati la Malalamiko, Benki Kuu. Kuwasilisha taarifa kwa Dawati la Malalamiko, Benki Kuu, kwa wakati, pamoja na kuhakikisha kuwa taarifa hizo zinawakishwa ndani ya siku 10, tokea zinapooombwa, ilikuweshwa Dawati la Malalamiko, Benki Kuu, Kushughulika malalamiko hayo.

Hivi Ndivyo Unavyoweza Kutufikia kwa Haraka

Access Bank Tanzania inajitahidi kuhakikisha huduma za benki zinapatikana bila usumbufu na kwa wakati wote. Kama sehemu ya dhamira yetu ya kuboresha uzoefu wa mteja, tunakaribisha maoni yako—yawe ya pongezi, mapendekezo au malalamiko. Maoni yako ni muhimu katika kutusaidia kuboresha huduma zetu ili tutupe huduma bora kila wakati.

Kwa Mawasiliano Zaidi

Simu: 0800 714 141 (Bure)
Barua pepe: customercaretz@accessbankplc.co.tz

Anwani:

Access Bank Tanzania Limited
Idara ya Huduma kwa Wateja
S.L.P 3131
Dar es Salaam

Unaweza Wasilisha Malalamiko Yako Kupitia Mojawapo ya Njia Zifuatazo:
(Siku 1-2).

- Simu ya Huduma kwa Wateja: 0800 714 141 (Bure)
- Barua pepe: customercaretz@accessbankplc.co.tz
- Tawi lolote la Access Bank
- Meneja wako wa Mahusiano
- Tuandikie:
Access Bank Tanzania
Idara ya Uzoefu wa Mteja
S.L.P 3131
Dar es Salaam

Hujaridhika na Uamuzi?

Endapo hujaridhishwa na majibu uliyopokea, unaweza kupeleka suala lako kwa wakuu wa Idara zifuatazo:(siku 2-5).

- HeadCX_TZ@accessbankplc.co.tz
- HeadRetailCX_TZ@accessbankplc.co.tz
- HeadCommercialCX_TZ@accessbankplc.co.tz
- HeadCorporateCX_TZ@accessbankplc.co.tz
- Mkurugenzi (MD): MD_TZ@accessbankplc.com (siku 10-14).

Bado Hujaridhika?

Endapo bado hujaridhishwa na majibu ya benki, au hujapokea majibu ndani ya siku 15 tangu kuwasilisha malalamiko yako, unaweza kuyawasilisha kwenye Dawati la Kusuluhisha Malalamiko la Benki Kuu ya Tanzania kwa njia zifuatazo:

Dawati la Malalamiko – **Benki Kuu ya Tanzania** (kwa malalamiko yote yanayohusiana na bidhaa za kifedha). Tuma au wasilisha kwa:

Dawati la Kusuluhisha Malalamiko
Ofisi ya Katibu Mkuu
Benki Kuu ya Tanzania
Mtaa wa Mirambo 2
S.L.P 11884
Dar es Salaam.

Malalamiko Kuhusu Bima (TIRA):

Kamishna wa Bima
Jengo la LAPF, Ghorofa ya 5
Eneo la Makole, Kiwanja Na. 4/5
S.L.P 2987
Dodoma – Tanzania
Simu: +255 (026) 2321180
Barua pepe: coi@tra.go.tz
Wasilisha mtandaoni: <https://www.tira.go.tz/complaints>

Majukumu ya Mteja.

Kabla ya kupeleka malalamiko kwenye Dawati ya Malalamiko, Benki Kuu, hakikisha utaratibu mzima wa wa kutatua malalamiko ya wateja na Benki husika umezingatwa ipasavyo. Zingatia utaratibu wa kupeleka malalamiko kwenye Dawati la Malalamiko, Benki Kuu, kama ulivyoielezwa kwenye Muongozo wa Benki Kuu. Jizue Kupotosha ukweli wa malalamiko yako kwa Dawati la Malalamiko, Benki Kuu. Toa habari na nyaraka husika kusaidia katika utatuzi wa malalamiko. Toa ushirkiano kamili katika mchakato wa utatuzi wa malalamiko. Kutumia Mtandao Kidigital: Unaweza kuweka maoni yako au malalamiko kutumia tovuti. <https://tanzania.accessbankplc.co.tz>
Access Bank Tanzania is regulated by the Bank of Tanzania

Access Bank Tanzania inadhitiwa na Benki Kuu ya Tanzania.