

I confirm to have been availed with necessary information on submission of complain which include the bank's customer redress procedures and procedures for submission of complaints to the Bank of Tanzania Complain Resolution Desk. (CRD)

Mail/email to which the response should be sent

Customer Signature

Date.....

RECEIPT

Date Complaint Received

Assigned Complaint Identification Number.....

Name of Bank Officer to be contacted in following up response

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Name and Signature of bank officer receiving the complaint

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