



COMPLAINT FORM: BANKING SERVICES

PARTICULARS OF COMPLAINANT

FULL NAME _____

EMAIL ADDRESS _____

ACCOUNT NUMBER _____

MOBILE NUMBER _____

BRANCH _____ DATE _____

SIGNATURE _____

NATURE OF COMPLAINT:

ATM

MOBILE BANKING

INTERNET BANKING

TELLER

OTHERS

DESCRIPTION OF THE COMPLAINT

FOR OFFICIAL USE ONLY:

RECEIVED BY _____ DATE _____ SIGNATURE _____

CHECKED BY _____ DATE _____ SIGNATURE _____

ACTION TAKEN TO RESOLVE THE ISSUE:

ATTENDED BY _____ DATE _____ SIGNATURE _____

DATE CUSTOMER INFORMED _____

NB: You may also send your complaints via our email address customercare@azaniabank.co.tz, TOLL-FREE NUMBER 0800 110 210 or WHATSAPP 0784 701 818