



Dear Valued Client,

We, Citibank Tanzania Limited (the bank) take this opportunity to notify all our clients of part IX of the Bank of Tanzania (Financial Consumer Protection) Regulations 2019 (the Regulations) published in Government Notice No. 884 on 22 November 2019, governing the complaint handling process and redressal mechanism. Please be advised that any complaint can be lodged with contacts provided below or through your dedicated Relationship Manager and it will be attended to at the earliest opportunity.

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Citiservice and e-Banking Manager
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Alexander Mgowano
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The bank commits to respond to all complaints within (2) hours to fourteen (14) working days depending on the complexity of the complaint. If following the submission of a complaint to the bank, you are dissatisfied with the decision made or have not received a response within the response timeframe, you may escalate to Citibank Management and you may within 14 working days' lodge a complaint with the Bank of Tanzania (BOT) complaints resolution desk.

To submit the complaint to BOT, kindly obtain the complaint form seen in the third schedule of the Bank of Tanzania (Financial Consumer Protection) Regulations, 2019. The regulation is available at BOT website (<https://www.bot.go.tz>) under publications column.

Please fill in the complaints form and submit to any of the following channels.

- By electronic mail- Attention of the Head of the Financial Consumer Protection Unit.
Email: complaints@bot.go.tz
- By facsimile to fax no. 255 22 223 4067
- By hand or post should bear the following address

Complaints Resolution Desk,
Office of the secretary to the bank,
2 Mirambo street,
P.BOX 2939,
Dar es Salaam, Tanzania.

Yours faithfully,

Citibank Tanzania Limited