



CUSTOMER SERVICE CHARTER





INTRODUCTION

The Customer Service Charter outlines the NIC Bank Group ("NIC") commitment in delivering the highest standards of customer service at all times and at each customer touch point. Our commitment is reinforced through our values of Passion, Integrity, Professionalism, Responsiveness and Innovation which outline our belief in Service Quality, Team Work and listening to our customers and understand their needs, while building enduring relationships with them by delivering superior products and technological solutions that meet their expectations.

The Customer Service Charter outlines the standards of service you can expect in your dealings with us. We recognize that there will always be room for improvement, and as we establish new and better ways of working, we will formalize processes and procedures and include them here in our Customer Service Charter. This Customer Service Charter is for information purposes only and does not create any legally binding rights, obligations or liability on the part of NIC Bank Ltd and its subsidiaries.

OUR COMMITMENT TO YOU

We will continuously work towards improving the Standards of Service at NIC. NIC's relationship with customers will be guided by the following key principles:

Accountability

All our products and services comply with relevant laws and regulations of Tanzania.

We will explain and help you to understand the financial benefits of our products and services that

you are interested in, how they work, and the risks involved.

Fairness

We will act fairly and reasonably towards you in a consistent and ethical manner.

We shall exercise responsible selling and place customer needs and expectations in the forefront.

We shall maintain clear processes to ensure prompt and fair resolution of disputes. For more details on our complaints handling procedure, please liaise with the nearest branch; or our customer contact center through TanzaniaInfo@nic-bank.com /+255 22 22950000/ +255768987000 or visit www.nic-bank.com.

We do not discriminate against any person and will make available products and services on the same terms to all our customers.

Privacy and Confidentiality

We will treat all your personal information as private and confidential, and ensure that it shall be secure. Your personal information will not be revealed unless otherwise authorized by you or required by the law to do so.

Reliability

We will co-operate as an industry so that you enjoy secure and reliable banking, payment systems and other financial products and services that you can trust.

Transparency

We will provide you with clear, relevant and timely information to help you make informed decision about our products and services. Where applicable,



a set of Terms and Conditions indicating your liabilities, rights and obligations relating to our financial products or services will be made readily available to you. In addition you will also be provided with all the fees, charges, penalties and relevant interest rates where applicable.

We will inform you, through various channels (e.g. over the Internet, social media, by telephone, email, sms, at our various branches or through other medium) of available products and services. You can contact us for information or to provide feedback through the nearest branch; or our customer contact center though; TanzaniaInfo@nic-bank.com /+255 22 22950000/ +255768987000 or visit www.nic-bank.com.

We will exercise care to provide you with a balanced view of the benefits and risks of our products and services, explain critical terms to you and ensure that the products and services are suitable for your needs and financial circumstances.

If you have enquiries, concerns or comments, please contact us through:

NIC Bank Customer Contact Center

The Managing Director

NIC Bank T Limited

Ohio Street, PSPF Building (Golden Jubilee), DSM

P.O. Box 20268, Dar Es Salaam, Tanzania

Tel: +255 22 2295000

Email: TanzaniaInfo@nic-bank.com

Website: www.nic-bank.com



STANDARDS OF SERVICE

As we work towards improving our Standards of Service, we aim to provide our service efficiently and effectively. To this end, we have set out below the time frames within which you can expect us to deliver the respective services.

I. We are committed to making banking easy.	
1. Serve the majority of customers promptly at all our branches.	<p>We will endeavor to serve customers within the first 5 minutes of entering our branches*</p> <p>*However there may be certain peak periods whereby the wait time may extend beyond 5 minutes.</p>
2. Provide customers with friendly and helpful service whenever you deal with us.	<p>We will endeavor to provide comprehensive and courteous service through our various service channels.</p> <p>We aim to achieve 90% customer satisfaction rating.</p> <p>Where applicable, we will provide a Product</p>
3. Provide customers with the necessary information to make informed decisions.	<p>Disclosure Sheet/Key Fact Document (KFD) which will assist you in making an informed decision regarding our products and services.</p> <p>We shall provide updated information on our products and services through our available communication channels.</p> <p>We aim to achieve 90% of customer satisfaction rating.</p> <p>We will endeavor to answer calls within the first 3 rings*.</p>
4. Answer calls made to our branches and customer contact centre promptly.	<p>We aim to achieve 80% of customer satisfaction rating</p> <p>*However there may be certain peak periods whereby the wait time may extend beyond 30 seconds.</p>
5. Savings or checking account opening.	<p>We will endeavor to open savings or checking accounts within 10 minutes provided that all the necessary documents required by the Bank have been completed and/or provided.</p> <p>*However this may not apply for certain account categories</p>
6. Cheque book issuance (checking account only).	<p>We aim to provide Cheque books within four (4) business days after successful opening and funding of the account.</p>
7. ATM/Debit card issuance.	<p>We aim to provide ATM/Debit cards within four (4) business days of your account being opened and funded.</p>
8. Cheque clearance.	<p>Cheques deposited to your account will be cleared within three working days.</p>
9. Provision of account statements	<p>We will provide customers with periodic account statements (monthly, quarterly or half yearly) depending on the product type.</p>
10. Account closure.	<p>We endeavor to attend to customers' account closure requests within the same business day upon receipt of instructions (before 4 p.m.).</p>

11. Demand drafts (local and foreign currency).	We endeavor to issue demand drafts (local or foreign currency) within 10 minutes of receipt of instructions.
12. Local currency remittances (TISS, EFT or Standing Orders)	<p>We will endeavor to process and remit:</p> <p>TISS - within 30 minutes upon receipt of instructions (cut off time 3PM)</p> <p>For instructions received after 3pm remittance will be effected to reflect on the beneficiary's accounts next business day. EFTs and Standing Orders - Instructions will be effected on the same day of receipt.</p>
13. Foreign currency remittances.	Instructions will be effected on the same day of receipt.
II. We are committed to helping when you need us.	
1. Enquiries at our branches.	<p>We endeavor to resolve queries made at our branches within the first visit made.</p> <p>If follow up and feedback is required, we aim to revert not later than 48 hours from receiving the enquiry.*</p> <p>*For complex enquires, we will attend to the customer in an efficient and timely manner, provide time frame within which response can be given and keep the customer updated on the progress once a week until it is resolved.</p>
2. Phone enquiries made via our branches or Customer Contact Centre.	<p>We endeavor to resolve all phone queries within the first call.</p> <p>If follow up and feedback is required, we aim to revert not later than 48 hours from receipt of the enquiry*.</p> <p>*For complex enquiries, we will attend to the customer in an efficient and timely manner, provide time frame within which response can be given and keep the customer updated on the progress once a week until it is resolved.</p>
3. Written enquiries	<p>Provide immediate automated response to acknowledge receipt of your e-mail from our email address: TanzaniaInfo@nic-bank.com</p> <p>For written enquiries from other channels we shall acknowledge receipt within 24hours.</p> <p>We shall endeavor to respond to written enquiries within 48 hours from the date of receipt.*</p> <p>*For complex enquiries, we will attend to the customer in an efficient and timely manner, provide time frame within which response can be given and keep the customer updated on the progress once a week until it is resolved.</p>
4. Replacement of ATM/ debit card.	Replacement ATM/ Debit cards will be issued within four (4) business days upon receipt of instructions.

III. We are committed to listening.

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| 1. | Feedback/ suggestions on how we can serve you better. | We shall provide feedback forms in our branches for customers to complete.

Customers may also provide us feedback via an online form available through our website.

Customers may also write to us through our email TanzaniaInfo@nic-bank.com or speak to any of our customer care staff in our branches. |
| 2. | Resolution of Complaints | We aim to achieve 95% of customer satisfaction rating. |

IV. We are committed to processing your application quickly.

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| 1. | Debit Card application | Card to be issued for collection within Four (4) business days of receiving all required documents and account opened |
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Additional avenues of resolving disputes

If you are not satisfied with the outcome of your complaint or how it was handled, you may refer the matter to either of the following:-

1. **The Head of Operations and Technology**
NIC Bank Limited
P.O. Box 20268 Dar Es Salaam – Tanzania
Tel: +255 22 2295000
Email: kyanzib@nic-bank.com
Website www.nic-bank.com

2. **The Managing Director**
NIC Bank Limited
P.O. Box 20268 Dar Es Salaam – Tanzania
Tel: +255 22 2295000
Email: kansarap@nic-bank.com
Website www.nic-bank.com

Or if you are still not satisfied with our resolution, you may refer the matter to:-
The Chief Executive Officer,
Tanzania Institute of Bankers.
Dar es Salaam.

