



Here is how you can reach us

We welcome your feedback

Bank continues to remain committed to making a pleasant experience for you at all times. In this regard, we continue to welcome your feedback; be it positive, or for improvement, as well as any complaints that you might have.

Customer Service Emails:

Corporate S2B:
Straight2bank.tz@sc.com

Corporate PSB:
Premierservice.tz@sc.com

Customer Service Hotline:

For Cash queries contact:
+255 768 986 603/4/5 or +255 784 109 603/4/5

For Trade queries contact:
+255 768 986 607/ +255 784 109 607

Talk to our Staff in Branch

Branch Manager
Relationship Managers

Write to Us

Standard Chartered Bank Tanzania Limited,
Client Services Group,
P. O. Box 9011,
Dar-es-Salaam

Escalation to Senior Management

Country Head of Technology and Operations, Risk & Controls
Christopher.Vuhahula@sc.com

Country Head, Cash Management
Hellen.Mrope@sc.com

Further Escalation

If you are still not satisfied with the response (s) from the bank, or if you will not have received a response from the bank within 14 days of sending your complaint, you can file it before the 'DESK' at the Bank of Tanzania through the following ways:

**All other products related complaints
please escalate to BOT Complaint desk,
Post it or hand-deliver it to the address below:**

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