

TUJIJENGE DISPLAYS A CUSTOMER SERVICE CHARTER

Tujijenge (Tanzania) displays the below customer charter in their banking halls and customer waiting areas. Though it appears in English below, the FSP uses local languages for the charters displayed to clients. The charter explains the services and information that clients have a right to expect from the FSP, as well as their right to voice complaints. Providers adapting this charter for their own use might consider adding a bullet on protection of data privacy.



OUR COMMITMENT TO CUSTOMERS

- We will listen to complaints and suggestions from our clients who will either visit, call or use the suggestion boxes and respond to their concerns urgently.
- We will inform you immediately in case of any changes of our services by using letters or notice boards
- Loan disbursements in our branches will take a short time. In case of any delays a client has the right to see the branch manager and demand explanation
- We will give you a receipt for any payment made to Tujijenge, therefore remember to claim for a receipt with Tujijenge stamp soon after making a payment. In case you are not given a receipt please call the numbers provided at bottom of this document. All payments should be made at Tujijenge offices or via M-pesa.
- We will not ask or borrow money or claim for any kind of service from Tujijenge Tanzania clients
- If there is a need to make payments through Tujijenge staff, a client will be provided with an official written notification document from the office. A client has the right to claim for the document signed by the branch manager

For contacts call;

Hotline: 0719 34 10 34

Managing Director: 0688 467 934

Credit Manager: 0783 333 172

Manager Makumbusho branch: 0713 49 45 07

Manager Tazara branch: 0682 91 95 51

Manager Mbagala branch: 0682 91 95 65

Manager Mwanza branch: 0784 98 40 30

Manager Musoma branch: 0784 84 67 45

Build yourself with Tujijenge Tanzania