

# SERVICE LEVEL AGREEMENT



## Account Services

Dormant Reactivation	6 Hours
Mobile Banking Registration (New Customers)	8 Hours
Mobile Banking Registration (Existing Customers)	1 Hour
Internet Banking Registration (New Customers)	24 Hours
Internet Banking Registration (Existing Customers)	1 Hour
ATM Card Request	5 Days
Cheque Book Request	3 Days
Account Opening (Savings account)	6 Hours
Account Opening (Registered entities & PEP)	48 Hours
FDR Booking	6 Hours
Deposit through Collection A/C (CRDB & NBC)	2 Hours

## Transfer Services

TISS	2 Hours
TT	2 Hours
TAX Bank	5 Minutes
Loan / Facility Booking	2 Hours
Clearing cheque (Cut-off time)	1100Hours
Bid Guarantees	4 Hours
Guarantees and LCs	3-5 Days
Financing Facility (SME & Corporate)	5 Days

## Consumer Financing

Elimu Financing	3-5 Days
Taxify Drivers Motor Vehicle Financing	3-5 Days

## Small Business Financing

SBF Granting	14 Days
SBF Reviewing	7 Days

## Solidarity Group Financing

New Customer	4 Weeks
Reviewing Customer	2 Weeks

For any irregularities, Please Contact

[customerservice@amanabank.co.tz](mailto:customerservice@amanabank.co.tz)  
or call 0657 980 000

**Islamic  
Bank**