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Ref. No. LB.53/237/01/18

12th June 2023

To: PAYMENT SERVICE PROVIDERS

CUSTOMER EXPERIENCE GUIDELINE ON MERCHANT PAYMENTS

This circular is issued further to the Bank of Tanzania Circular No. LA.53/449/01/672 dated 12th August 2022 on the establishment of the Tanzania Quick Response Code Standard (TANQR Code Standard 2022) with the purpose of enhancing efficiency of merchant payments in the country.

The Bank of Tanzania wishes to inform you that it has designed a unified customer experience for both USSD and Mobile App to ensure that a standardized experience is met across all merchant payments regardless of the involved Financial Service Provider (FSP). Therefore, effective from the date of this circular, All Financial Services Providers (FSPs) offering USSD and Mobile App payments to merchants need to adapt to the new guidelines for TANQR related merchant payments.

This circular shall come into effect from 1st September 2023. Should you require any clarification, please contact the Director's Office, the National Payment Systems, Bank of Tanzania, 2 Mirambo Street, P. O. Box 2939, 11884 Dar es salaam, Telephone No. +255 22 223 5433.

Yours sincerely,

BANK OF TANZANIA

Sauda K. Msemu

Deputy Governor

Financial Stability and Deepening