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**TANZANIA**

**Ref. No. NC.148/170/01/305**

**16<sup>th</sup> February, 2023**

**To: All Financial Service Providers**

**RE: NON-PROVISION OF LOAN BALANCES AND ACCOUNT STATEMENTS**

Bank of Tanzania has noted with concern the increasing number of complaints from customers of various Financial Service Providers (FSPs), particularly on failure and/or unjustified delay in providing loan balances and account statements, when requested by customers.

In this regard, the Bank of Tanzania wishes to remind all FSPs to adhere to the Bank of Tanzania (Financial Consumer Protection) Regulations 2019, in particular, regulation 28 (1) (c) regarding timely provision of loan balances and account statements upon request. Punitive measures will be taken against any FSP that fails to comply, in line with regulation 61(1) of the Bank of Tanzania (Financial Consumer Protection) Regulations, 2019.

Yours sincerely  
**BANK OF TANZANIA**

Emmanuel M. Tutuba  
**GOVERNOR**

