



THE UNITED REPUBLIC OF TANZANIA
BANK OF TANZANIA



23rd December, 2024

NOTICE TO THE PUBLIC

The Bank of Tanzania continues to promote the adoption and usage of digital payments in the United Republic of Tanzania. One of the key measures taken is ensuring that payments made using debit, credit or prepaid cards at merchant Point of Sale (POS) terminals are completely free of charge for consumers.

The Bank hereby reminds the public that merchants are strictly prohibited from imposing any additional fees or surcharges on card transactions.

Digital payments are a safe, convenient and cost-effective method for conducting transactions. Their adoption contributes to building a cash-lite economy while offering the benefits of enhanced security, transparency and ease of use.

In case you encounter any charges or surcharges while making payments at a POS terminal, please report the issue to your respective bank or contact the Bank of Tanzania's Consumer Complaints Desk via:

□ Email: Complaints.Desk@bot.go.tz or botcommunications@bot.go.tz □

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