These FAQs will be updated from time to time to reflect changes or new questions raised by customers.

What is iClick?	A seamless and a convenient way of online banking 24 hours a day 365 days a year for both retail and corporate customers
How do I register for a biller/ beneficiary?	You can register for a biller online, by logging on iClick and navigating to "Manage Beneficiary" menu, select the Utility Biller 'Number' and the Biller 'Nickname' as desired. To complete the process the user needs to authorize the action using a Transaction Password or OTP .The Maintained beneficiary can be viewed under "View Beneficiary" Menu.
What can I do on iClick?	With iClick you will be able to access the following services: 1. View your accounts details and activities: 2. Mini statement 3. Detailed statement 4. Deposit details 5. Loan details 6. Make Transfers to your OWN accounts 7. Transfer money to accounts WITHIN I&M Bank 8. Local Transfers (Within Tanzania transfers (Local EFT & Local TISS) 9. International transfers (Outside Tanzania) 10. TRA payments (Domestic / Customs Excise Duty Tax Type) 11. Schedule Payments or Utilities for particular days 12. Maintain Recurring transactions for a given period of time 13. View transactions history 14. Mobile Money transfers (Bank to Wallet) 15. Airtime top up payments (Recharges) 16. Update Address 17. Open Operative Accounts 18. Cheque Book Request 19. Stop cheque (online) 20. Request For Bankers Cheque /Demand Draft 21. Full statement request (offline) 22. Liquidate Deposit 23. Renew Term Deposit 24. Open Term Deposit 25. Request for Certificates 26. Application for a New Debit Card 27. Apply for Loan 28. Raise a dispute 29. Inquiries on Transactions

Which utilities can I pay on iClick?	You can pay the bills of the billers that you have registered for with the Bank by using iClick; Some of them are as shown below: 1. Electricity Prepaid Payment (LUKU) 2. DSTV Payment 3. STAR TIMES Payment 4. Precision Air Payment 5. Dawasco Payment 6. Smile 4G Payment 7. Zuku Payment 8. TIGO Payment (Airtime top up and mobile cash transfers) 9. Airtel Payment (Airtime top up and mobile cash transfers) 10. Vodacom Payment (Airtime top up and mobile cash transfers) 11. Zantel Payment (Airtime top up and mobile cash a. transfers)
How do I make a payment for my registered billers?	On the Main Menu click on 'Utility Payments' menu, select the 'Pay From Account' on the dropdown list of Operative Accounts, Select a Beneficiary from the 'Counter party Type' dropdown, Enter amount and the Frequency then Confirm the transaction Using a Transaction Password.
What are the additional services available to Corporate customers?	Bulk payments e.g. Salary Bulk Payments, Mobile Money Bulk Payments, within Banks Bulk Transfers, Trade Finance related transactions.
Can a Retail Customer be able to initiate multiple transactions at a go?	Yes, a Retail user will be able to Add multiple transactions and submit in a single Click of a button.
Will I be able to schedule transactions at a later date?	Yes, you will be able to schedule transaction for future dates. The transaction will execute on the scheduled date.
What will happen if I have maintained scheduled transactions and on execution date my account is underfunded?	Transaction will not run successfully and the user will receive a notification on the status of a transaction. This transaction will not be reflected in the list of completed transaction.
How do I register for the service?	If you are a retail customer To register, visit the following site www.imbank.co.tz, then click the Online Banking Tab. You will be directed to the IClick website. Follow instructions to register for IClick or go to the nearest Branch for registration. Upon authentication of customer's details, you will receive an SMS and EMAIL

	notification of successful registration. You will be redirected to create log-in password & transaction password.
What are the precautions I should take while using IClick?	To learn more on how to safe guard yourself while conducting internet banking transactions, visit the Security Tips section.
What should I do if I forget my password?	Please contact our Customer Care on the +255 22 2127330 - 4 or visit to our nearest branch.
What are the security features of IClick?	There are several security features inbuilt in the registration and login procedures for IClick. These are designed to protect your account from the usual risks of internet banking. Please ensure to follow the Security Tips.
How do I communicate with the bank?	Message Center: A convenient way to communicate with the I&M Bank through a secure mail facility within the IClick.
What is my primary account?	This is the default account that is preferred for internet banking transactions .A user can set a preferred primary account and also be able to maintain a group of Accounts as favorite Accounts.
What makes IClick profile different from other profiles?	1. Profile Customization 2. Personalize your Accounts 3. Personalize your Transaction limits through the Channels (Internet, Mobile & USSD) 4. Set Account Preferences 5. Group Accounts as desired 6. Update Channel Login ID 7. Change Passwords
How far back will my historical transactions be available for viewing on IClick Banking?	Transaction history will be available from the date the accounts started transacting on IClick platform.
What do I need to know while using IClick?	Ensure that your browser is enabled with JavaScript and cookies. Make sure that you are viewing the site in secured mode. Use virtual keyboard to enter your User ID and Password. Visit the Internet Banking FAQ for more Information.
Who do I contact if I need help regarding the Internet Banking services?	For any assistance or queries contact I&M Bank Tanzania Limited Customer Care on+ 255 22 2127330-4 OR send an email to: customer.care@imbank.co.tz