

Grievance Redressal Process

We at, Prime Co-Op Bank Limited understand that excellence in customer service is the most important tool for sustained business growth. Bank's Grievance Redressal Policy articulates our objective to minimize instances that give rise to customer complaints and create a review mechanism to ensure consistently superior service behaviour.

Grievance Redressal Process:

Bank aims to offer the best-in-class service to its customers. However, if you feel that we have fallen short of your expectations in our service delivery at any point, kindly voice your feedback, grievance and suggestions through our clearly defined Grievance Redressal Process.

1. First Level Grievance Redressal Forum

In case you have not received the expected level of service from us, please contact your home branch or write to the Branch Manager providing complete details of the complaint, your name and account number or you could reach us on the branch contact numbers.

Alternatively, you could also reach us on our helpline numbers 7016022424 between 10 am to 6 pm except Sunday and bank holidays, or send us written complain on email dadmin@primebankindia.com, we also have complain form available under Contact us tab on our website www.primebankindia.com.

2. Second Level Grievance Redressal Forum (Nodal Officer)

If you are not satisfied with the response provided to you, please escalate your grievance quoting the reference number, to the second level by contacting the Nodal Officer of the Bank. The Nodal Officer will respond to you within 2 working days.

Name: Nitesh Shah

Number: 0261 2804777 / 9879228919

Email: niteshshah@primebankindia.com

3. Third Level Grievance Redressal Forum (Principal Nodal Officer)

If the reply provided by the Nodal officer does not meet your expectation, you can escalate your grievance to the Principal Nodal Officer of the Bank at the Final Level. Principal Nodal Officer will reply to you within 4 working days.

Name: Adil Gandhi

Number: 0261 2804777 / 99788 49999

Email: md@primebankindia.com

4. Banking Ombudsman

If the reply from Principal Nodal Officer fails to address your grievance, you may write to the Banking Ombudsman.

Complaints can continue to be filed online on <https://cms.rbi.org.in> Complaints can also be filed through the dedicated e-mail CRPC@rbi.org.in or sent in physical mode to the 'Centralised Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017.

Additionally, a Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm) – is also being operationalised in Hindi, English and in eight regional languages to begin with and will be expanded to cover other Indian languages in due course. The Contact Centre will provide information/clarifications regarding the alternate grievance redress mechanism of RBI and to guide complainants in filing of a complaint.