



Pune People's Co-op Bank Ltd., Pune

(Multi-State bank)

Plot No. 477/478, Gate No.4, Market Yard, Gultekdi, Pune - 411037

Customer Service Policy

Our Commitment to You

- We are committed to providing safe, transparent, and customer-friendly banking services. Our goal is to ensure you receive fair treatment, clear information, and timely support whenever you bank with us.
- We continuously work to improve your experience and make banking simple, secure, and accessible for everyone.

What You Can Expect From Us

Fair Treatment

- We treat all customers with respect and without discrimination
- Every customer receives equal and fair service

Clear Information

- We explain all fees, charges, and terms in simple language
- You always know what you are signing up for

Safe & Confidential Banking

- Your personal and financial information is always protected
- We share your data only when required by law

Quick & Reliable Service

- Fast processing of transactions like deposits, withdrawals, and transfers
- Timely delivery of cheque books, cards, and statements

Your Rights as a Customer

You have the right to:

- Be treated fairly and respectfully
- Receive clear and honest information
- Have your data kept secure and private
- Access timely banking services
- Raise complaints and get them resolved

- Be informed of any changes in charges or terms

Our Services for You

Account & Transactions

- Quick account opening with required documents
- Smooth cash deposits, withdrawals, and fund transfers
- Accurate and timely account updates

Digital Banking

- Safe mobile and internet banking services
- Support for failed or disputed transactions
- Guidance to use digital services securely

Financial Inclusion for All

We are committed to serving everyone, especially:

- Senior citizens
- Persons with disabilities
- Rural and underserved communities
- Customers with limited financial knowledge

Priority support is provided wherever applicable.

If You Need Help

Customer Support

You can contact us through:

- Branches
- Customer care center
- Phone, email, or online banking

Contact-us

For Transactions, Fraud & Complaint Grievance Support	For Products & Services Support
IT Dept.: 9145005033 Email ID : IT@PUNEPEOPLES.BANK.IN	Loan Dept.: 8888808601
Complaint Grievance Redressal Officer: 9145005026 Email ID : PPCCARE@PUNEPEOPLES.BANK.IN	Admin Dept.: 9326179405
Cyber Crime Number: 022-22160080	Marketing Dept.: 8956921671
UPI Fraud: 9145005033	

If You Have a Complaint

We are here to help resolve your concerns quickly.

Step 1: Contact Us

Raise your complaint at a branch or through customer care.

Step 2: Resolution

We will acknowledge and resolve your complaint within a defined time.

Step 3: Escalation

If you are not satisfied, you may escalate the issue to higher authorities in the Bank or external regulators such as the Banking Ombudsman.

Compensation for Service Issues

If we make an error or fail to meet service standards, we may compensate you according to our policy and applicable regulations.

Keeping You Informed

We regularly:

- Train our staff to serve you better
- Improve our services based on feedback
- Update policies to match regulations and best practices

Where to Find This Policy

- At all our branches
- On our official website
- Available on request

We Are Here for You

Your trust matters to us. We are committed to providing banking services that are simple, safe, and reliable every day.