

Complaint process for customers under PNB MetLife corporate agency

PNB MetLife & Punjab National Bank, aim to provide the best in class customer service. In the rare event of customer not being satisfied with the services provided, they can highlight concern on the below mentioned touch points

Complaint Touch Points and Registrations

Customers can register their complaint(s) in respect of policies taken through Punjab National Bank Agency Code at any of the following touch points:-

PNB MetLife India Insurance Co Ltd

- a. Call the toll-free helpline (1800-425-8989) or 080-26502244 or send a fax to 080-41506969 followed by submission of complaint letter by customer.
- b. Send an e-mail to india_grievancecell@pnbmetlife.co.in
- c. Write to "Customer Service Department", PNB MetLife India Insurance Co. Ltd., Brigade Seshmahal, 5, Vani Vilas Road, Basavangudi, Bangalore-560004, India
- d. File a complaint through our website www.pnbmetlife.co.in
- e. Visit any PNB MetLife branch across India

Punjab National Bank

- a. Lodge complaint at any Punjab National Bank branch
- b. Send an e-mail to pnbmetlifepolicy@pnb.co.in
- c. Call at 011-26102303- Extn. 375,

If customer is dissatisfied with the response from above touch points, customer can:

- a. Send an email to PNB MetLife's Grievance Redressal Officer at gro@pnbmetlife.co.in
OR
- a. Send a letter addressed to Grievance Redressal Officer to the Registered Office "PNB MetLife India Insurance Co. Ltd., Brigade Seshmahal , 5, Vani Vilas Road, Basavangudi, Bangalore-560004, India"