

सीएच. एस. एस. मल्लिकार्जुन राव  
प्रबन्ध निदेशक एवं मुख्य कार्यपालक अधिकारी  
**CH S. S. Mallikarjuna Rao**  
Managing Director & CEO



01<sup>st</sup> April, 2020

Dear Esteemed Customer,

Warm Greetings from Team PNB 2.0

The illustrious wisdom from the Great Mahatma Gandhi that ***"The future depends on what we do today"*** has been an inspiration for generations. From becoming an independent nation to achieving the tag of the fastest growing economy in the world, India has accomplished many things, acting with the future in mind.

As such, one of the boldest and most judicious initiatives ever, in the Indian banking sector, has been the move to amalgamate 10 PSBs into four Big Banks on April 1<sup>st</sup>, 2020. We are all thrilled to be part of this historic journey and wholeheartedly welcome all customers of Oriental Bank of Commerce and United Bank of India to a much stronger and diversified Brand Punjab National Bank – now fondly known as - **PNB 2.0**.

As you may be aware, the amalgamation of PSBs into four Big Banks will unlock the huge underlying potential and create globally competitive Next-Gen banks. More importantly, these PSBs will now have the perfect magnitude to drive India towards the much cherished goal of \$5 trillion GDP by 2025 with their enhanced credit capacity, strong nation-wide networks, operational efficiency gains from lower lending costs, higher risk appetite, wider offerings and a greater ability to raise resources from the market.

We are delighted to say that with this unique amalgamation comes several unique set of credentials; PNB has become the second largest nationalised bank in the country, having a business of over Rs. 18 lakh crores, a workforce of over 1 lakh and 11,000 branches plus 13000 ATM. We will also have a true pan-India network, including our strong franchise in East and North East India.

On behalf of the amalgamated entity, let us assure you that "customer experience" will be the primary priority in all our efforts. Besides appointing a "Bank Sathi" at every branch and focussing on digitisation of services, our new business strategy – Verticalisation – will provide you the finest next-gen banking experience with a wide repertoire of products, credit facilities and services. In terms of physical assets, you have access to 14 defined services from a larger number of branches viz: customers of Oriental and United in PNB branches and vice versa, besides availing the free ATM transactions in more than 13000 ATMs.

During this ongoing period of technology integration, we are making all efforts to ensure that you are not inconvenienced in any manner. The existing Internet and mobile banking services of PNB, OBC and UBI will continue to be operational until further notification. However, following the integration, the amalgamated bank will offer some of the best features of most modern Web and Mobile banking services to our customers.

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In terms of service charges, we are happy to announce that we have harmonized the same for customers of the amalgamated bank. The revised charges are available on our website. For specific products like home loans, the rate of interest for existing customers will remain the same (as per the contract until reset period) but for new customers, the revised rate will be intimated through the website.

Business continuity is our prime priority and the PNB 2.0 is totally committed to ensure an efficient management of the Delivery Channels for Business Continuity at all times. All our toll-free numbers and customer care email IDs will continue to be operational for the amalgamated bank until further notification. In addition, you can access our customer care helpline (of all the three banks) through any toll-free number.

Though we are striving hard to ensure seamless and hassle-free services to every customer during the amalgamation, one may experience minor issues due to systems integration and other processes. As such, we request your complete support and patronage during this period and assure you that we would do our best to solve teething problems, if any, at the earliest to make your banking experience enjoyable and fulfilling.

We will be setting up an effective mechanism to address customer grievances at all levels of the organisation - such as Branches, Circle Offices, Zonal Offices and Head Offices. Call Centres of three Banks shall redress your grievances and complaints expeditiously. In major banking centres, we will be organising customer relationship meetings to get a larger understanding of your perspective.

Recalling Mahatma Gandhi's words ***"Strength does not come from physical capacity. It comes from an indomitable will"***. We have the will and wish to succeed. We take this opportunity to express our immense gratitude to you for being our pillar of strength throughout our historical journey.

We hope to grow and prosper together by being your ultimate Banking Partner.

Thanking you,

Sincerely Yours

**(CH. S. S. Mallikarjuna Rao)**  
**Managing Director & CEO**

**RSVP:**

For customer queries kindly contact:

**Call centre Numbers & Email:**

**Punjab National Bank: 18001802222 & Email: [care@pnb.co.in](mailto:care@pnb.co.in)**

**Oriental bank of Commerce: 18001801235 & Email: [complaint@obc.co.in](mailto:complaint@obc.co.in)**

**United Bank of India: 18001033470 & Email: [cmcs@unitedbank.co.in](mailto:cmcs@unitedbank.co.in)**