

Date	Headline	Publication	Edition	Page	Source
Aug 26, 2024	PNB users can download statement & interest certificate through WhatsApp	Business Standard	Read	NA	Bureau

[Home](#) / [Finance](#) / [Personal Finance](#) / PNB users can download statement & interest certificate through WhatsApp

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The new features includes balance inquiries, mini statements, cheque book requests, emergency services and more

Ayush Mishra | New Delhi

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Punjab National Bank (PNB) has introduced two new features in WhatsApp Banking Services that allow customers to download their account statements and interest certificates directly through WhatsApp.

What is WhatsApp banking service?

WhatsApp banking service refers to the integration of banking services with messaging app WhatsApp. This allows customers to perform various banking activities directly through the WhatsApp platform.

It is available 24/7, even on holidays, and can be used by customers and non-customers alike. WhatsApp banking offers a variety of services, including:

Details about two newly introduced features are:

Account statement download: Customers can now retrieve account statements for the past week, month, or a custom date range of up to 90 days. The statements are delivered as password-protected PDF files directly through WhatsApp.

Interest certificate download: This feature enables customers to obtain interest certificates for housing loans, education loans, or deposit accounts for specific financial years. Like the account statements, these certificates are also sent as secure, password-protected PDFs.

To access these new services or any of PNB's WhatsApp Banking offerings, customers only need to send a message saying "Hi" or "Hello" to +91-9264092640 and then select "Account Related Services" from the menu options.

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Aug 26, 2024	PNB adds new features to its WhatsApp banking services – Check out these new facilities	The Financial Express	Read	NA	Bureau

PNB adds new features to its WhatsApp banking services – Check out these new facilities

PNB has introduced new WhatsApp features allowing customers to download account statements and interest certificates. These additions enhance PNB's growing range of non-financial services.

Written by [Mithilesh Jha](#)

August 26, 2024 19:30 IST



PNB launches new WhatsApp features for easy access to account statements and interest certificates (Image: PTI)

Public sector bank Punjab National Bank (PNB) has upgraded its WhatsApp banking services, adding some new features to enhance customer experience. Now, PNB customers can perform more tasks related to banking activities directly through WhatsApp.

India's leading public sector bank has introduced two new features that allow customers to download their account statements and interest certificates directly through [WhatsApp](#), the bank said in a statement.

These new features complement PNB's growing suite of non-financial services available through PNB's WhatsApp banking. These services also include balance inquiries, [mini](#) statements, cheque book requests, emergency services and more. This initiative also reflects PNB's ongoing commitment to providing secure, accessible, and convenient digital banking solutions to its customers.

Date	Headline	Publication	Edition	Page	Source
Aug 27, 2024	PNB Enhances-its WhatsApp Banking Services with New Features	Indian Era	Bhubaneshwar	7	Bureau

PNB Enhances its WhatsApp Banking Services with New Features

New Delhi, (ENS)::Punjab National Bank (PNB), nation's leading public sector bank, has further enhanced its WhatsApp Banking Services by introducing two new features that allow customers to download their account statements and interest certificates directly through WhatsApp. These new features complement PNB's growing suite of non-financial services available through PNB's WhatsApp Banking, which also includes balance inquiries, mini statements, cheque book requests, emergency services and more. This initiative also reflects PNB's ongoing commitment to providing secure, accessible, and convenient digital banking solutions to its customers.

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Aug 27, 2024	PNB Enhances its WhatsApp Banking Services with New Features	Orissa Today	Bhubaneswar	6	Bureau

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Customers can choose to download their account statement for last week, last month, or a custom date range (up to 90 days). The account statement will be delivered as a password-protected PDF on WhatsApp. Customers can choose to download their interest certificate for housing loan, education loan, or deposit accounts for required financial years. The interest certificate will be delivered as a password-protected PDF on WhatsApp. To access these new services or any other PNB's WhatsApp Banking services, customers can initiate a conversation by simply sending "Hi" or "Hello" to +91-9264092640 and select "Account Related Services".