

## FAQs on PIHU

**1) What is PIHU?**

Pnb's Instant Help for you "PIHU" is a PNB Chatbot - for enhanced customer experience. A chatbot is a feature/functionality which facilitates a conversation (or chat) with the user via textual methods.

**2) Where can I find PIHU?**

PIHU – could be found on pre login page of Internet Banking and PNBOne.

**3) What queries are responded by PIHU?**

**PIHU** will be responding to customer queries (FAQs) related to Bank's Digital Products- presently, Retail Internet Banking, Mobile Banking, Debit Card and Credit Card.

**4) Do I need to register to use PIHU?**

No. As it is a pre login facility, you don't have to register.

**5) Do I have to download PIHU?**

No, it is an additional feature provided on Pre login page of Internet banking and PNB One.

**6) Can I do banking transaction through PIHU?**

No, Currently PIHU will only be resolving queries related to Retail Internet Banking, Mobile Banking, Debit Card and Credit Card.

**7) What to do if PIHU is not able to resolve my queries?**

You can mail your query to [care@pnb.co.in](mailto:care@pnb.co.in) or contact on our toll free number 18001802222 for resolution. For Credit Card related queries get in touch at 18001802345 or email us at [creditcardpnb@pnb.co.in](mailto:creditcardpnb@pnb.co.in) .

**8) Can I share my banking account or other personal details to PIHU?**

No, sharing of any personal payment details is not advisable.

**9) I am not satisfied with response of PIHU, what to do now?**

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**10) I am not customer of PNB, will PIHU assist me?**

Yes, from pre login page of internet banking anyone can access PIHU.

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