

How to Lodge a Complaint

Through call	Through Email:	Through Online	For Compliant of Digital Channel /Fraud Transaction only call on 9228136150 (24*7 available)
Contact on Branch Number or 9228136155 (10:00 am to 06:00 pm, On Working Days)	customercare@prime.bank.in	Complaint form on Bank website Link: https://complaint.primebankindia.com:8444	

QR code to register Complaint /query is also displayed at Branch Notice Board.
Branch Contact Details available on Bank website under Contact → Branch Network

Steps for Lodge a Complaint through Bank Website:

- Visit Bank Website – <https://prime.bank.in>
- Select Lodge a Complaint through menu bar
- Enter your Register Mobile No, Captcha and submit to login
- Enter OTP you received on your Registered Mobile No.
- Left hand side at top click menu bar and select add tickets
- Select all mandatory details like –Customer type, ticket type, Category, Branch etc.
- Write /attached your complaint details in description
- Click on checkbox and submit

If your complaint remains unresolved for 48 working hours follow below Escalation Matrix:

• Level - 1 Escalation: Nodal Officer

Contact: 0261 2804777 / 98792 28919

Email: niteshshah@prime.bank.in

Response Time: Within 2 working days

• Level -2 Escalation: Principal Nodal Officer

Contact: 0261 2804777

Email: mddesk@prime.bank.in

Response Time: Within 1 working days

If detailed investigation is required, resolution must be completed within 10 working Days

• Banking Ombudsman

If your grievance remains unresolved for 30 days, you may approach the Banking Ombudsman appointed By the Reserve Bank of India.

Contact Details:

Office of RBI Ombudsman

4th Floor, Riverfront House

Behind H.K. Arts College

Between Gandhi and Nehru Bridge

Pujya Pramukh Swami Marg (Riverfront Road-West)

Ahmedabad – 380009

Online Complaint Portal: <https://cms.rbi.org.in/cms/indexpage.html#eng>

Tel: 079-26582357

Email ID- CRPC@rbi.org.in