

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 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 .

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?

You can mail your query to 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 .

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

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