

Report a suspicious mail

- If you receive an e-mail claiming to be from Uttar Pradesh Co-operative Bank regarding updating sensitive account information like PIN, password, account number, let us know by forwarding the e-mail to contactus@upscb.com
- Never provide sensitive account information like PIN, password, account number or personal details in response to an e-mail. If you have entered such information, report it to us immediately.
- If you notice any spoofed (duplicate/unofficial) Uttar Pradesh Co-operative Bank website, let us know by writing at contactus@upscb.com

Escalation of complaints:

If a customer is not satisfied with the resolution provided through various channels, the customer can escalate the issues to the next higher level, as displayed in the escalation matrix available at the branches/Bank's website: - <http://upcbl.in>

- Principal Nodal officer: If the customer is not satisfied with the resolution provided even after contacting various complaint resolution channels, the complaint may be escalated to the Principal Nodal Officer at:

The Principal Nodal Officer
Customer Grievance Redressal Mechanism
U.P. Co-operative Bank Ltd,
2 M.G.Marg Hazratganj
Lucknow-226001 Or send e-mail to: customerhelpdesk@upscb.com

A detailed escalation matrix is available online at <http://www.upcbl.in>