
Re: Very Poor Customer Service at Citizen Credit Bank branch Kalina

From : Kalina Branch <kalina@citizencreditbank.com>

Wed, Aug 14, 2024 11:09 AM

Subject : Re: Very Poor Customer Service at Citizen Credit Bank branch Kalina**To :** saviodmello17@gmail.com**Cc :** jasondmello2094@icloud.com

Dear Sir,

At the outset, we wish to extend our sincere apologies for the delay in opening the account. As assured yesterday, your account has since been opened. Our representative will get in touch with you shortly.

We once again regret the inconvenience caused to you in this connection and offer our due apologies to you and your son Jason.

Assuring you of our best services at all times and with kind regards,

Jeanne Pereira

Branch Head

Kalina Branch1st Floor, Office No. 2, Gokul Harmony CHS, Sunder Nagar,

Road No.1, Near Kalina Market,

Kalina, Santacruz (E), Mumbai - 400098

Tel: 26660052/26662051/8657464011

[Kalina@citizencreditbank.com](mailto:kalina@citizencreditbank.com)

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From: "Savio D'Mello" <saviodmello17@gmail.com>**To:** "Kalina Branch" <kalina@citizencreditbank.com>**Cc:** "Roger Pereira" <roger.pereira@roger.co.in>, "Jason Dmello" <runnersupclub@gmail.com>, "Jasmine Dmello" <jasdmello@yahoo.com>**Sent:** Tuesday, August 13, 2024 7:32:01 PM**Subject:** Very Poor Customer Service at Citizen Credit Bank branch Kalina

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Mrs. Jeanne Pereira,

This is with reference to our Meeting of date at Citizen bank Kalina today.

We do have busy schedules at work, & I took time today out from my work Schedule to collect my Passbook & Cheque Book (as Promised by Quin that the New Savings account would be opened in 7 days)

Me and my Son Master Jason Savio Dmello visited the Bank on July 19th 2024 & submitted All the necessary forms to Quin and we were told that the Junior Account (A/c number 2090112030000002) would be closed and the Funds Transferred to our New Joint Savings account.

Today us the 13th August 2024,
I had come to Citizen Bank to Start a
New Reccuring Deposit Account in my
Sons Name JASON DMELLO.

Now to my Suprise When I asked Quin
Has the New Savings account been Opened (he did not have a clue) and asked me to Check with Other Bank staff ???
Which I did to my Suprise the Account was not Opened and all NEW Account Documents were just laying unattended in some far off tray ???

This is very Poor Customer Service & that is the reason I stepped into your Cabin to highlight this Lack of Service

Names dont matter to me
As Amol did not do the work they told me.
You informed me that Amol had gone on Leave & thus no one Bothered to Do a simple task of Opening a savings Account (either or Survivor).

I am a Customer Service Manager at an Educational Institutions & I felt that this Service is Extremely Poor in Light that no one even bothered to Apologises for this blunder.....every one was calm and just said the Account will be opened soon.

This is far from the Service Standards
That are being Offered at International Banks.

Bassien Bank is just Opposite your bank in Kalina I went there and started a
Recurring Deposit Account for my Son
Jason Savio DMello.

As the Manager there Welcomed me
With a cup of Coffee ,
What does Surprise me is that No one even Offered me water at your Bank...

Pls look to Train your Staff in Customer Service & Service Delivery, az it is very Important in todays times.

Any ways pls do look into the above
Lapse in Service & let me know
When can I visit the Bank to collect my

Passbook & Cheque Book.

An Unhappy Citizen Credit Bank Customer.
From the Desk of Savio Dmello
8108773631

From : Savio D'Mello <saviodmello17@gmail.com>

Tue, Aug 13, 2024 07:32 PM

Subject : Very Poor Customer Service at Citizen Credit Bank branch Kalina

To : kalina@citizencreditbank.com

Cc : Roger Pereira <roger.pereira@roger.co.in>, Jason Dmello <runnersupclub@gmail.com>, Jasmine Dmello <jasdmello@yahoo.com>

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