

Ready-reckoner for borrower-wise credit outreach post lifting of lockdown under COVID-19 Pensioner Loan.

Credit support	Timeframe	Existing Borrower category	Mode of submission of loan request	Checklist of information/documents required	Dedicated helpline number and dedicated e mail account for COVID 19 related queries, facilitation and grievances
COVID-19 Pensioner Loan scheme	3 working days	Retail	<ol style="list-style-type: none"> 1. Online through Bank's Website. 2. Dedicated E mail for COVID-19 Pensioner loan scheme. 3. Approaching pension paying branch 	<ol style="list-style-type: none"> 1. Simplified application form. 2. Proof of latest residential address. 3. Original PPO in case of the same is not held with the branch 	<ol style="list-style-type: none"> 1. Dedicated e mail account for COVID 19 related clarifications and grievances: BOI.COVID19@bankofindia.co.in. 2. Application on line instantly at https://retailonline.bankofindia.co.in/lendperfect/landing or visit https://www.bankofindia.co.in/COVIDpersonalloan for details. 3. For grievances: Computerized Customer Complaint System (OCRM-Operational customer relationship Management) 4. Our call center no (For enquiries): 1800220229 (Tollfree), 18001031906 (Tollfree), 022-4091919 (Chargeable No.)