



Pentecostal
Community Bank

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What Our Members Told Us.

Real feedback. Real impact. Stronger together.

♥ Built by our community. Here for our community.



1. Exceptional Customer Service

Members praised our staff for being professional, friendly, helpful and welcoming.

“

*The customer service was excellent.
The staff were very courteous, helpful
and professional.*





2. Clear Communication

Members valued clear, straightforward explanations and the time taken to ensure they understood everything.

“

*Everything was explained clearly.
They made sure I understood
all my options.*





3. Fast & Efficient Service

Quick responses, timely decisions and a seamless process were consistently highlighted.



Quick responses and my application was approved within a day once my documents were uploaded.





4. Easy Digital Journey

Our online process is simple, user friendly, secure and easy to navigate.

“

*The online portal was user friendly
and the process was very easy to follow.*





5. Personal Support

Members appreciate the personal touch, regular follow-up and feeling valued every step of the way.

“

They made me feel comfortable and confident throughout the process.



Standout Quotes

“ | *I couldn't fault anything that happened.*

“ | *Everything was transparent,
very easy to understand.*

“ | *Everyone was courteous, helpful and
professional.*





What our members love most



94%

praised our
customer service



92%

valued our
speed & efficiency



91%

found the process
clear & easy



90%

appreciated our
communication



89%

would recommend
PCB



Your feedback helps us keep delivering the service and support our community deserves.





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Thank you for helping us **build** a **better** bank.

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Here for our community.

