



### **Contact Information of the BSP Consumer Empowerment Group**

Pursuant to the National Telecommunications Commission (NTC) Memorandum No. 10-10-17 dated 27 October 2017 on the 8-digit migration of direct/landline numbers in the Greater Metro Manila, we inform of the following updated contact information of the Consumer Empowerment Group (CEG) of the Bangko Sentral ng Pilipinas (BSP):

- BSP Consumer Assistance Direct Line: (02) **5-306-2584**
- BSP Consumer Assistance Trunkline: (02) **8-708-7701** loc. 2584
- BSP Consumer Assistance Direct Line: (02) **8-708-7087**
- BSP Consumer Assistance Facsimile: (02) **8-708-7088**

The public who are seeking information on how to redress their concerns regarding BSP-Supervised Financial Institutions (BSFIs) may contact the BSP-CEG through the above telephone numbers:

Before seeking the BSP – CEG’s assistance, the public is advised to contact your BSFI first. For the list of BSP’s supervised institution and their contact information, you may access the following link:

<http://www.bsp.gov.ph/banking/directory.asp>

Should your concerns be unresolved by the BSFI, here’s what to do next:

- Prepare the following:
  - ✓ Copy of the complaint duly received by the BSFI, together with the BSFI’s reply, if any.
  - ✓ Copies of the documents that support your complaint
  - ✓ Typed or legibly printed summary of your complaint with details of your concern, the resolution that you are requesting, telephone number/s and email address where you can be reached during the day, and identification cards
- Submit your written complaint and the foregoing attachments to the BSP, through the following address: [consumeraffairs@bsp.gov.ph](mailto:consumeraffairs@bsp.gov.ph)

For more information on the BSP’s Consumer Assistance Mechanism, you may access the following link:

<http://www.bsp.gov.ph/about/CEG/CAM.asp>

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## **IMPORTANT NOTICE**

### *Change of Contact Numbers*

New contact numbers of the **Consumer Empowerment Group\*** of the Bangko Sentral ng Pilipinas are:

**(02) - 5 306-2584**

**(02) - 8 708-7087**



\* The CEG of BSP assists financial consumers by referring their complaints, inquiries and requests to concerned BSP-Supervised Financial Institutions (BSFIs) for investigation, redress and/or resolution. Consumers should contact their BSFIs first before calling the BSP.