

**EXTEND INITIAL ASSISTANCE TO CLIENTS WITH COMPLAINTS ON THE FINANCIAL PRODUCTS AND/OR SERVICES OF BSP-SUPERVISED FINANCIAL INSTITUTIONS (BSFIs)**

- Description** : Refer complaints to Senior Management of BSFIs  
*(See Annex HH-1 for the list of complaints on the financial products and services of BSFIs)*
- Clients** : Financial consumers of BSFIs such as depositors, borrowers, investors, credit cardholders, pawners, etc.
- Documents Required** : 1. Letter/e-mail of complainant with the following relevant information:  
a) complete name  
b) mailing address and contact information  
c) name of BSFI involved  
d) details of transaction/incident being complained of  
e) desired assistance/remedy
2. Copies of relevant documents attached (if there are any)
- Schedule of Service Availability** : 1. For telephone calls: Banking days, 8:00 AM to 5:00 PM
2. For walk-in clients: Banking days, 9:00 AM to 5:00 PM  
*(Cut-off time for written complaints – e-mail, fax, postal mail/courier or walk-in:  
Complaints received from 3:00 PM onwards will be considered as received the following b*
- Contact Information** : 1. For telephone calls:  
Direct Line - (02) 708-7087
2. For walk-in clients:  
*Ground Floor, Multi-storey Building, Bangko Sentral ng Pilipinas, A. Mabini St., Malate, Manila*
3. For letters sent thru e-mail:  
*consumeraffairs@bsp.gov.ph*

4. For letters sent thru fax:

(02) 708-7088

5. For letter sent thru postal mail/courier:

Financial Consumer Protection Department (FCPD), 5<sup>th</sup> Floor Multi-Storey Building,  
Bangko Sentral ng Pilipinas, A. Mabini St., Malate, Manila 2004

**Total Processing Time** : Ten (10) banking days  
(from FCPD's receipt of complaint letter together with complete relevant documents)  
Including acknowledgment of complaints

**Total fees** : None

STEP NO.	CLIENT STEP	BSFI ACTION	OFFICER RESPONSIBLE/ LOCATION	DOCUMENT(S) REQUIRED	DOCUMENT(S) GENERATED
<b>A) TELEPHONE CALL</b>					
1	Call FCPD and provide the following information: name, contact information, details of complaint and desired remedy	Interview client about the details of his/her complaint  Advise client to submit complaint letter with the following information: complete name, contact information, name of BSFI involved, details of transaction/incident being complained of and desired assistance/remedy	Officer of the Day, FCPD		

B) WALK-IN CLIENTS					
1	Proceed to Complainant's Room, Ground Floor, Multi-Storey Building, Bangko Sentral ng Pilipinas	Interview client regarding the details of his/her complaint	Officer of the Day, FCPD		
2	Secure and accomplish Complaint Walk-in Form	Guide client in filling-out the form  Provide additional blank sheet/s for complaint letter if necessary	Officer of the Day, FCPD		Filled-out Walk-in Form
3	Submit signed Walk-in Form and complaint letter with photocopies of relevant documents, if any (2 sets)	Receive documents  Stamp date/time of receipt  Sign and return client's copy	Officer of the Day, FCPD	Original and receiving copy of the Walk-in Form and complaint letter together with complete photocopies of relevant documents	
4	Receive copy of complaint letter duly stamped received and signed	Send letter advising client on the referral of complaint to BSFI involved	Officer of the Day, FCPD		Letter-Advice to complainant
5	Receive Letter-Advice on FCPD action thru email/fax/courier				

C) E-MAIL/FACSIMILE					
1	<p>Send the complaint letter together with complete copies of relevant documents, if any</p> <p>(Complaint letter should include complete name, contact information, name of BSFI involved, details of transaction/incident being complained of and desired assistance/remedy)</p>	<p>Acknowledge receipt of complaint letter received through e-mail/fax</p> <p>Advise client on the referral of the complaint to BSFI involved</p>	Account Officer, FCPD	E-mail/Fax letter with attachments	Letter-Advice to complainant
2	<p>Receive initial acknowledgment confirming receipt of complaint and informing of FCPD action thru e-mail/courier</p>				
D) POSTAL MAIL/COURIER					
1	<p>Send the complaint letter together with complete copies of relevant documents, if any</p> <p>(Complaint letter should include complete name, contact information, name of BSFI involved, details of transaction/incident being complained of and desired</p>	<p>Receive documents</p> <p>Stamp date/time of receipt</p> <p>Sign on covering document</p>	FCPD Staff		

	assistance/remedy)				
2		Send acknowledgment letter advising client on the referral of the complaint to BSFI involved	Account Officer, FCPD		Letter-Advice to complainant
3	Received Letter-Advice on FCPD action				
<b>END OF TRANSACTION</b>					

*\* Please note that an authorization is needed if client of the BSFI involved may not be able to file his complaint.*

Service Provider: FINANCIAL CONSUMER PROTECTION DEPARTMENT (FCPD)

## LIST OF COMPLAINTS/ISSUES INVOLVING BSP FINANCIAL INSTITUTIONS (BSFIs)

NATURE OF COMPLAINT/ISSUE	DESCRIPTION	WHERE TO FILE COMPLAINT
Complaints on the financial products and services of BSFIs	Complaint may concern any financial products and services availed such as credit card, deposit, electronic banking, foreign exchange, investment, lending, pawnshop, or remittance.	FCPD
Complaints against director/s and/or officers of BSFIs	BSP Circular No. 477 - BSP Rules of Procedure on Administrative Cases Involving Directors and Officers of Banks, Quasi-Banks and Trust Entities	Office of the Special Investigation (OSI)
Complaints filed before any court, tribunal or quasi-judicial agency	BSP to give deference to the Court or body which has taken cognizance of the case	Court or quasi-judicial body
Request for tracing of deposit	Republic Act No. 1405 - The Law on Secrecy of Bank Deposits specifically prohibits the inquiry, by any person or institutions including the BSP, on another deposit account and investments in government securities (including the mere existence of the same)	The representative of a deceased or incompetent person can inquire directly from the depository bank the requirements for tracing deposits or withdrawing deposits.

NATURE OF COMPLAINT/ISSUE	DESCRIPTION	WHERE TO FILE COMPLAINT
Complaints on Philippine currency in circulation	Complaints on newly circulated bills, authenticity of bills, cash shortage, mutilation of bills/coins, etc.	Currency Management Sub-Sector
Various scams	Text scams, e-mail scams, investment scams (not involving financial products & services offered by BSFIs)	<u>Text scam:</u> National Telecommunications Commission <u>Investment scam:</u> Securities and Exchange Commission / Insurance Commission / Anti-Money Laundering Council