

**MEDIATION OF ADMINISTRATIVE CASES INVOLVING DIRECTORS AND OFFICERS OF BANKS, QUASI BANKS, AND TRUST ENTITIES**

|   |   |   |
|---|---|---|
| <b>Description</b>                      | : | Conducting mediation proceedings to help resolve disputes between the public complainants and the directors and officers of banks, quasi-banks and trust entities in relation to BSP Circular No. 477, s. 2005. The complaint must be media table. A complaint is media table if it is not a patent violation of banking laws, rules and regulations. |
| <b>Clients</b>                          | : | Public complaints against directors and officers of banks, quasi-banks and trust entities   |
| <b>Documents Required</b>               | : | The complaint shall be writing and subscribed and sworn to by the complainant. Number of copies shall be equivalent to number of respondents, plus 4 additional copies. No anonymous complaint shall be entertained. (Section 1, Rule II, BSP Circular No. 477, s. 2005)  |
| <b>Schedule of Service Availability</b> | : | Banking days, 9:00 AM to 4:30 PM  |
| <b>Contact Information</b>              | : | The Director<br>Office of Special Investigation<br>Room 302 Multi-Storey Building<br>Bangko Sentral ng Pilipinas<br>A. Mabini St., Malate, Manila 1004<br>Direct Line: 5242721<br>Trunk Line: 7087701 local numbers 2957, 2958, 2959  |
| <b>Total Processing Time</b>            | : | Sixty (60) banking days from receipt of complaint   |
| <b>Total fees</b>                       | : | None  |

**HOW TO AVAIL OF THE SERVICES:**

| <b>STEP NO.</b> | <b>CLIENT STEP</b>                            | <b>BSP ACTION</b>   | <b>OFFICE RESPONSIBLE/ LOCATION</b> | <b>DOCUMENT(S) REQUIRED</b> | <b>DOCUMENT(S) GENERATED</b>    |
|-----------------|---|---|-------------------------------------|-----------------------------|---------------------------------|
| 1               | File written and sworn Complaint with the OSI | Receive complaint, stamping date and hour of receipt  | Receiving Staff, OSI;               | Written and sworn Complaint |                                 |
|                 |   | Send acknowledgement Letter to complainant by ordinary/registered mail or courier           | Handling Legal Officer, OSI         |                             | Acknowledgement Letter          |
| 2               | Receive Acknowledge Letter                    |   |                                     |                             |                                 |
| 3               |   | Send Letter to respondent to file sworn Answer within ten (10) days from receipt of Letter  | Handling Legal Officer, OSI         |                             | Letter                          |
| 4               |   | Receive sworn Answer from the respondent  | Receiving Staff, OSI                |                             |                                 |
|                 |   | Issue Notice of Referral to Mediation to the parties by ordinary/registered mail or courier | Handling Legal Officer, OSI         |                             | Notice of Referral to Mediation |
| 5               | Receive Notice of Referral to Mediation       |   |                                     |                             |                                 |
| 6               | Attend Mediation Conference/s                 | Conduct Mediation Conference/s  | Mediator, OSI                       |                             |                                 |

|  |                                       |  |                        |                      |                   |
|--|---------------------------------------|--|------------------------|----------------------|-------------------|
| 7  | Agree to Compromise Agreement         | Assist parties to reduce their Compromise Agreement in writing                     | Mediator, OSI          | Compromise Agreement |                   |
| 8  | Receive Mediator's Report             | Issue Mediator's Report  | Mediator, OSI          |                      | Mediator's Report |
| 9  | Receive Resolution/Order of Dismissal | Issue Resolution/Order dismissing Complaint by ordinary/registered mail or courier | Handling Legal Officer |                      | Resolution Order  |
| <b>END OF TRANSACTION</b><br><b>If no agreement is reached, proceedings continue under BSP Circular No. 477 series of 2005</b> |                                       |  |                        |                      |                   |