



Protecting your finances:

The Financial Products and Services Consumer Protection Act (FCPA)

Atty. Rachel B. Barbosa-Salva
Acting Deputy Director
Consumer Protection and
Market Conduct Office
Bangko Sentral ng Pilipinas



Outline

- About FCPA
- Timeline of implementation
- Relevant regulations
 - *BSP Circular No. 1160*
 - *BSP Circular No. 1169*
- BSP Consumer Assistance Mechanism
- Customer Centricity
- Responsibilities of Financial Consumers



Photo by Seong Joon Cho on Bloomberg

RA No. 11765 or FCPA

Rights of Financial Consumers Responsibilities of Financial Service Providers

- Equitable and fair treatment
- Disclosure and transparency of financial products and services
- Protection of consumer assets against fraud and misuse
- Data privacy and protection
- Timely handling and redress of complaints

Power of Regulators

- Consumer protection rulemaking
- Market conduct onsite and offsite supervision and examination
- Market surveillance and monitoring
- Provision of redress, including adjudication
- Enforcement actions
- Sanctions and penalties



Timeline

2022

Enactment
of FCPA
06 May

2023

Issuance of
BSP Circular No. 1169
24 March

2024

Financial Consumer Protection
and Market Conduct Supervision
Framework

Revised BSI Consolidated
Complaints Report

Issuance of
BSP Circular No. 1160
28 Nov

Issuance of
BSP Memorandum No.
M-2023-033
19 Oct

2022

2023



BSP Circular No. 1160

Regulations on Financial Consumer Protection to Implement the FCPA

SCOPE

Applies to all financial products and services of all Bangko Sentral-Supervised Institutions (BSI)

IMPLEMENTATION

Requires the implementation of a Consumer Protection Risk Management System and Financial Consumer Protection Assistance Mechanism by BSIs

RESPONSIBILITY

Assigns responsibility to the BSI Board and Senior Management to comply with FCP requirements



FCP Standards of Conduct per BSP Circular No. 1160

Disclosure and Transparency

Providing accurate, timely, and sufficient information in disclosures, establishing responsible pricing policies

Fair Treatment

Products and services are fair, without undue imbalance in rights and obligations

Protection of Client Information

Safeguarding information, addressing risks of unauthorized disclosure, providing accessibility to own information

Effective Recourse

Deploying an active Financial Consumer Protection Assistance Mechanism (FCPAM)

Protection of Consumer Assets Against Fraud and Misuse

Providing necessary assistance and safeguards on concerns about unauthorized or fraudulent transactions

Covers issues and disputes of financial consumers of Bangko Sentral-Supervised Institutions

Outlines parameters and requirements for the escalation of complaints to the BSP Consumer Assistance Mechanism or CAM

Details the procedures for the conduct of Mediation and Adjudication of cases, once BSP CAM is terminated

BSP Circular No. 1169

Rules of Procedure for the Consumer Assistance Mechanism, Mediation and Adjudication of Cases in the BSP

Consumer Redress Flow

BSI

FCPAM

Financial Consumer Protection Assistance Mechanism

- First-level recourse
- Process and timeline based on BSI policy



BSP CPMCO

CAM

Consumer Assistance Mechanism

- Second-level recourse
- Facilitative assistance
- Prerequisite to mediation & adjudication



BSP
Online
Buddy



BSP CONSUMER COMPLAINTS RESOLUTION OFFICE

MEDIATION

- Voluntary, with consumer consent
- Confidential proceedings

ADJUDICATION

- Formal proceedings
- Simplified summary hearings



BSP Consumer Assistance Mechanism

Facilitative

Second-level recourse

Prerequisite to Mediation and Adjudication



Call Hotlines at:

(02) 8708-7087 | (02) 5306-2584 | (02) 5306-2778



Fax CIR Form at: (02) 8708-7088

Email CIR Form to:

consumeraffairs@bsp.gov.ph



Mail a letter to:

Consumer Protection and Market Conduct Office

10th Floor Multi-Storey Building

Bangko Sentral ng Pilipinas

A. Mabini Street Malate, 1004 Manila



Visit Consumer Assistance Desk at:

Ground Floor, Multi-Storey Building

Bangko Sentral ng Pilipinas

A. Mabini Street Malate, 1004 Manila



BSP Online Buddy

BSP Online Buddy is a highly customized, complaints handling chatbot

First deployed in July 2020 amidst Covid-19 pandemic

Powered by Machine Learning and Natural Language Processing

Can converse in English, Filipino and TagLish

Accessible anytime using any web-connected device

Able to handle general inquiries about BSP policies or services with FAQs feature



BSP Website:

<https://www.bsp.gov.ph>

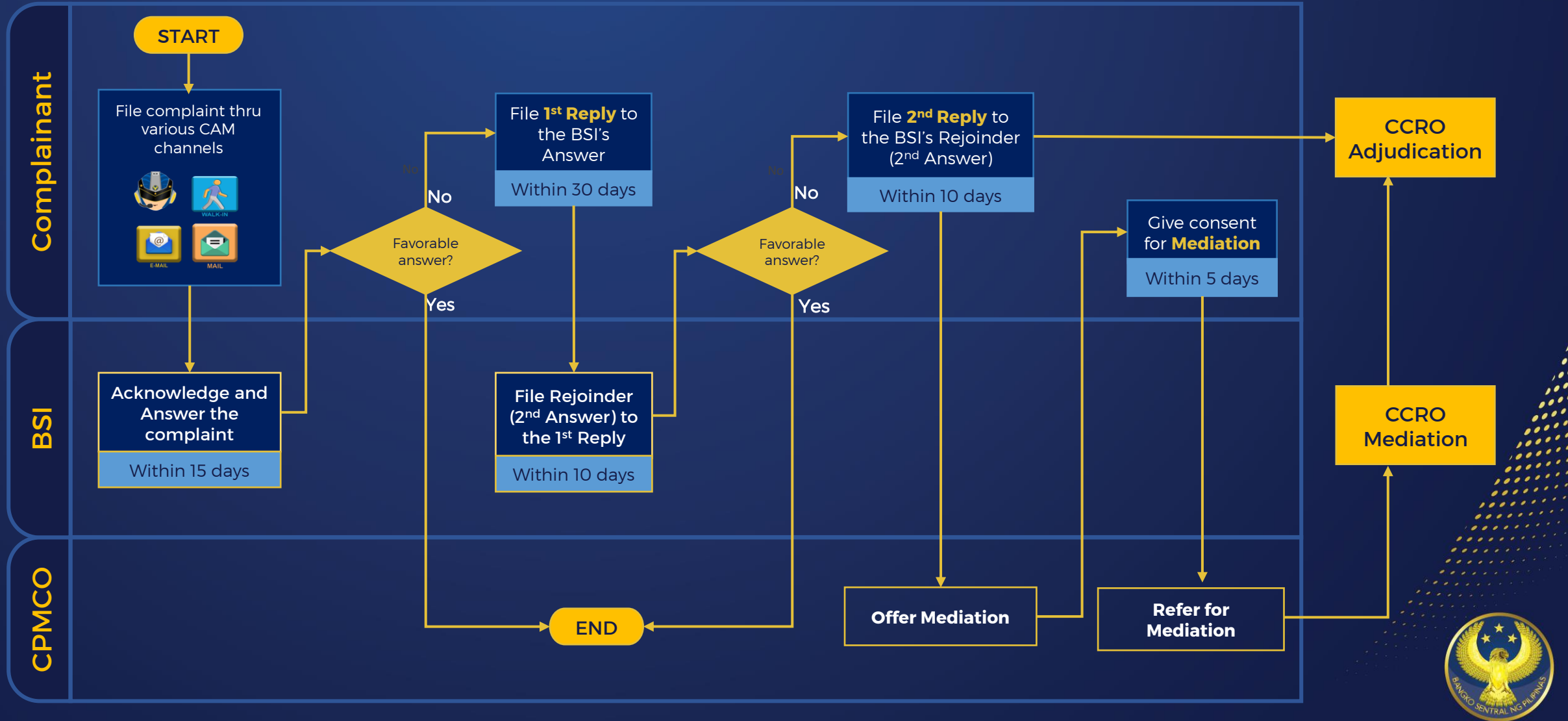


BSP Facebook

Messenger:

<https://www.facebook.com/BangkoSentralngPilipinas>

BSP CAM Flow



Customer Centricity

FCCA IRRs expect financial institutions to practice customer-centric business conduct



What responsible financial consumers do:

READ

Read the terms and conditions before executing any transaction or giving consent.

RESEARCH

Research about relevant information on the products and services offered by financial institutions.

REMEMBER

Remember that personal and account information should not be shared to anyone.



Protect your digital footprint

Protect your financial account



What is your digital footprint?



Protect and manage your digital footprint

- ✓ Do not share too much information on your social media accounts.
- ✓ Avoid answering trivia questions like “What was the name of your childhood pet?” as these are used to verify your identity, especially when changing your passwords.
- ✓ Avoid using apps or games that promise to show you “What you’ll look like in 10 years?” or “What will your future baby look like?” as these can be used to mine your facial recognition to bypass security in your financial transactions.
- ✓ Do not post photos of your identification cards online. These can be easily fabricated by fraudsters.



Protect and manage your digital footprint

- ✓ Double-check your device and social media privacy settings.
- ✓ Keep your personal information, such as birthday, mother's maiden name, names of family members, and cellphone number hidden from your profile.
- ✓ Regularly clear your browsing history.
- ✓ Avoid saving your login credentials especially online banking information such as card number, expiration date, and CVV code in your browser.



Safeguard your gadgets

- 🔒 Update security and anti-virus features. Upgrade operating systems and apps.
- 🔒 Download only the legitimate banking apps and online shopping apps.
- 🔒 Do not download and install suspicious software, files and email attachments.
- 🔒 Do not use jailbroken or rooted mobile phones or gadgets.
- 🔒 Do not let other people use your gadgets.



Secure your connectivity

- 🔒 Avoid using public computers and free WiFi connections.
- 🔒 Set your WiFi router to the highest security settings.
- 🔒 Enable router firewall and encryption.
- 🔒 Reduce your WiFi signal range.



Secure your online activity

- 🔒 Type the address or url directly on the address bar.
- 🔒 Make sure the website is secure and legitimate (“https”).
- 🔒 Clear your browsing history or cache regularly.
- 🔒 Disable plug-ins, and the “Save passwords” feature.
- 🔒 Always log-out from websites and apps after every use.



Protect your online transactions

- 🔒 Transact only with legitimate and trustworthy online vendors.
- 🔒 Activate a 2-step verification process or multi-factor authentication.
- 🔒 Keep transaction records and regularly review your transaction history.
- 🔒 Enable text or email alerts for any activity on your accounts.
- 🔒 Report suspicious account activity to your bank immediately.
- 🔒 Do not share account and personal information (e.g., account number, card number, full name, passwords, PIN, CVV) with anyone.



Protect yourself from investment scams



Do not believe offers that are too good to be true (e.g., double your money, no risk, returns guaranteed).



Check if company is licensed by the Securities and Exchange Commission (SEC). Report suspicious companies to SEC.



Verify if investment product being sold is also licensed by SEC (secondary license). Report suspicious investment products and activities to SEC.



In summary, be **SECURE**... and always **C-P-R**

- S** – Strange or suspicious messages or persons should not be entertained*
- E** – Exclusive knowledge and use of one's own password; no sharing with others*
- C** – Carefully form strong passwords.*
- U** – Use two-step verification procedure.*
- R** – Review transaction history and report suspicious transactions.*
- E** – Enable alert notifications.*

CHECK

PROTECT

REPORT



If you are a victim, report to...

- **your bank or financial institution**, immediately! *(for unauthorized or suspicious transactions in your account)*
- **the BSP, SEC, DTI or CDA** *(for concerns covered by the FCPA)* or **DTI** *(for merchant-related issues)*
- the cybercrime divisions of **PNP** or **NBI**, and the **Cybercrime Investigation and Coordinating Center** *(for AFASA-covered crimes, other fraud and scam modus)*
- the **National Telecommunications Commission** *(for text scam and vishing, report the mobile number used by scammer)*
- the **National Privacy Commission** *(for concerns on the privacy and security of your personal information)*



A happy ending for Teacher Janet



“All I can say is thank you so much and I salute the BSP Consumer Affairs Office. You guys are great and excellent! You delivered on your valuable commitment to serve the Filipino people. The BSP’s complaint response is a big help to anybody who needs assistance and immediate action to his/her problem. You give us hope and peace of mind,”





More than a shared
responsibility,
financial consumer
protection is

shared humanity.

cpmco@bsp.gov.ph