



ECONOMIC AND FINANCIAL LEARNING PROGRAM 2023

Bringing the BSP closer to the Filipino People

Our Speaker



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BSP Consumer Protection and Market Conduct Office (CPMCO)



What you will learn:

**Protecting Your
Finances: The
Financial
Consumer
Protection Act
(FCPA)**

EFLP

28 September 2023
Cagayan De Oro

The Financial Consumer Protection Act and its Implementing Rules and Regulations



Presentation Outline

- ❖ Republic Act No. 11765 or Financial Products and Services Consumer Protection Act of 2022 (FCPA)
- ❖ FCPA Implementing Rules and Regulations:
 - ✓ BSP Circular No. 1160
 - ✓ BSP Circular No. 1169
- ❖ BSP Consumer Assistance Mechanism
 - ✓ Traditional Channels
 - ✓ BSP Online Buddy
- ❖ Customer Centricity of Financial Service Providers
- ❖ Responsibility of Financial Consumers



Republic Act No. 11765 and Implementing Rules

Financial Products and Services Consumer Protection Act (FCPA)

Enacted 06 May 2022
Effective 03 Jun 2022

BSP Circular No. 1160

Financial Consumer
Protection Regulations

Issued 28 Nov 2022
Effective 20 Dec 2022*

**With transitory provision*

BSP Circular No. 1169

Rules of Procedure (ROP) for
Consumer Assistance
Mechanism, Mediation and
Adjudication of Cases

Issued 24 Mar 2023
Effective 01 May 2023

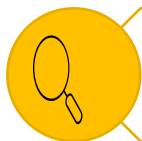


Key Provisions of the FCPA

Financial Consumer Rights and Financial Service Provider Responsibilities



Equitable and Fair Treatment



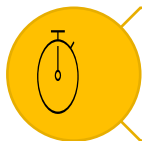
Disclosure and Transparency of Financial Products and Services



Protection of Consumer Assets against Fraud and Misuse



Data Privacy and Protection



Timely Handling and Redress of Complaints

Powers of Financial Regulators

**Consumer Protection
Rulemaking**

**Provision of Redress,
including Adjudication**

**Market Conduct
Onsite and Offsite
Supervision**

Enforcement Actions

**Market Surveillance
and Monitoring**

**Sanctions and
Penalties**



Key Provisions of BSP Circular No. II60



Applies to all financial products and services of all BSP Supervised Institutions **(BSI)**



Assigns responsibility to BSI Board and Management to comply with the FCPA and its IRRs



Requires BSI to implement a Consumer Protection Risk Management System **(CPRMS)** and Financial Consumer Protection Assistance Mechanism **(FCPAM)**, subject to the proportionality principle



Consumer Protection Standards of Conduct



Disclosure and Transparency

- ✓ Provide accurate information
- ✓ Provide disclosures at all stages of BSI-client relationship



Fair Treatment

- ✓ Treat all clients fairly, without discrimination
- ✓ Balance rights and obligations in product contracts, terms and conditions



Protection of Client Information

- ✓ Safeguard client data and information
- ✓ Allow client to update their information



Consumer Protection Standards of Conduct

Protection of Consumer Assets Against Fraud and Misuse



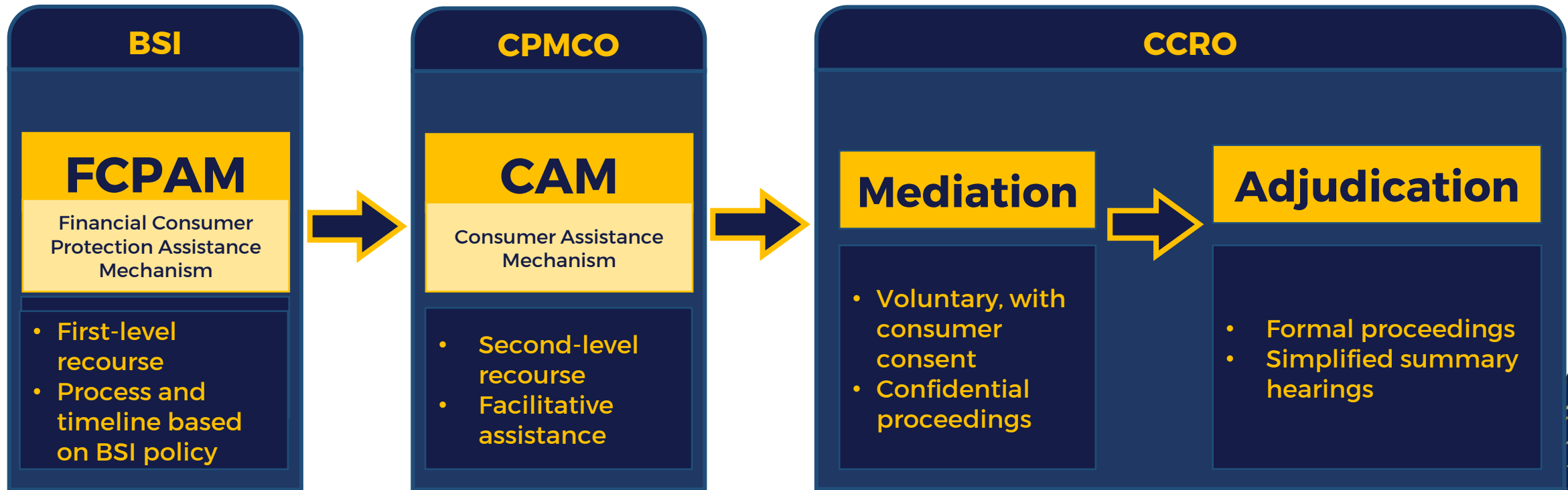
- ✓ Provide active 24/7 reporting channel for unauthorized transactions and fraud concerns
- ✓ Provide timely and transparent claim resolution process
- ✓ For fund transfers, Originating Financial Institution (OFI) has primary responsibility to provide redress
- ✓ Both OFI and Receiving Financial Institution (RFI) should have a coordination mechanism to assist an accountholder

Effective Recourse



- ✓ Establish a Financial Consumer Protection Assistance Mechanism (FCPAM)
- ✓ Publish FCPAM channels, process, and turn-around-time
- ✓ Set-up a monitoring and reporting system for received complaints

Key Provisions of BSP Circular No. II69



BSP Consumer Assistance Mechanism

CAM is a facilitative process and avenue for Financial Consumers and BSP Supervised Institutions (BSI) to communicate and arrive at mutually-acceptable resolution of issues

It is a second-level recourse or escalation point for Financial Consumers who are dissatisfied with BSIs' actions on concerns processed under the BSI's Financial Consumer Protection Assistance Mechanism (FCPAM)*

It is a prerequisite to Mediation and Adjudication of cases in the BSP

**BSIs' FCPAM is the first-level recourse for Financial Consumers*

CAM Traditional Channels



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



CONSUMER PROTECTION AND
MARKET CONDUCT OFFICE

BSP CAM Chatbot Channel



Talk to BOB

Thru any one of the following options:



Webchat via BSP Website
<https://www.bsp.gov.ph>



Facebook Messenger chat via BSP Official
Facebook Page: @BangkoSentralngPilipinas



Text Message sent to 21582277
(For Globe subscribers only, standard
messaging and internet data charges apply)

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

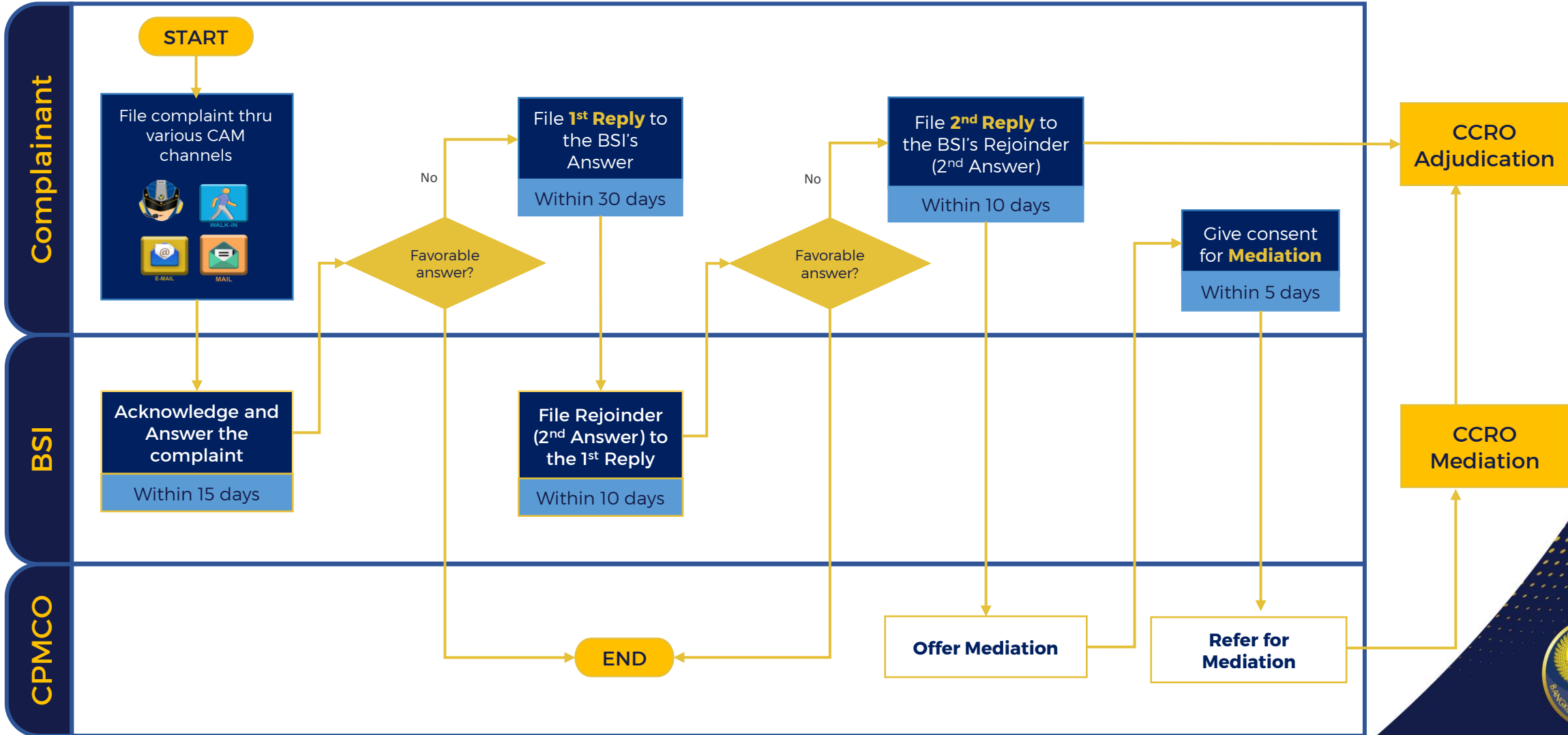
Accessible anytime using any web-connected device

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



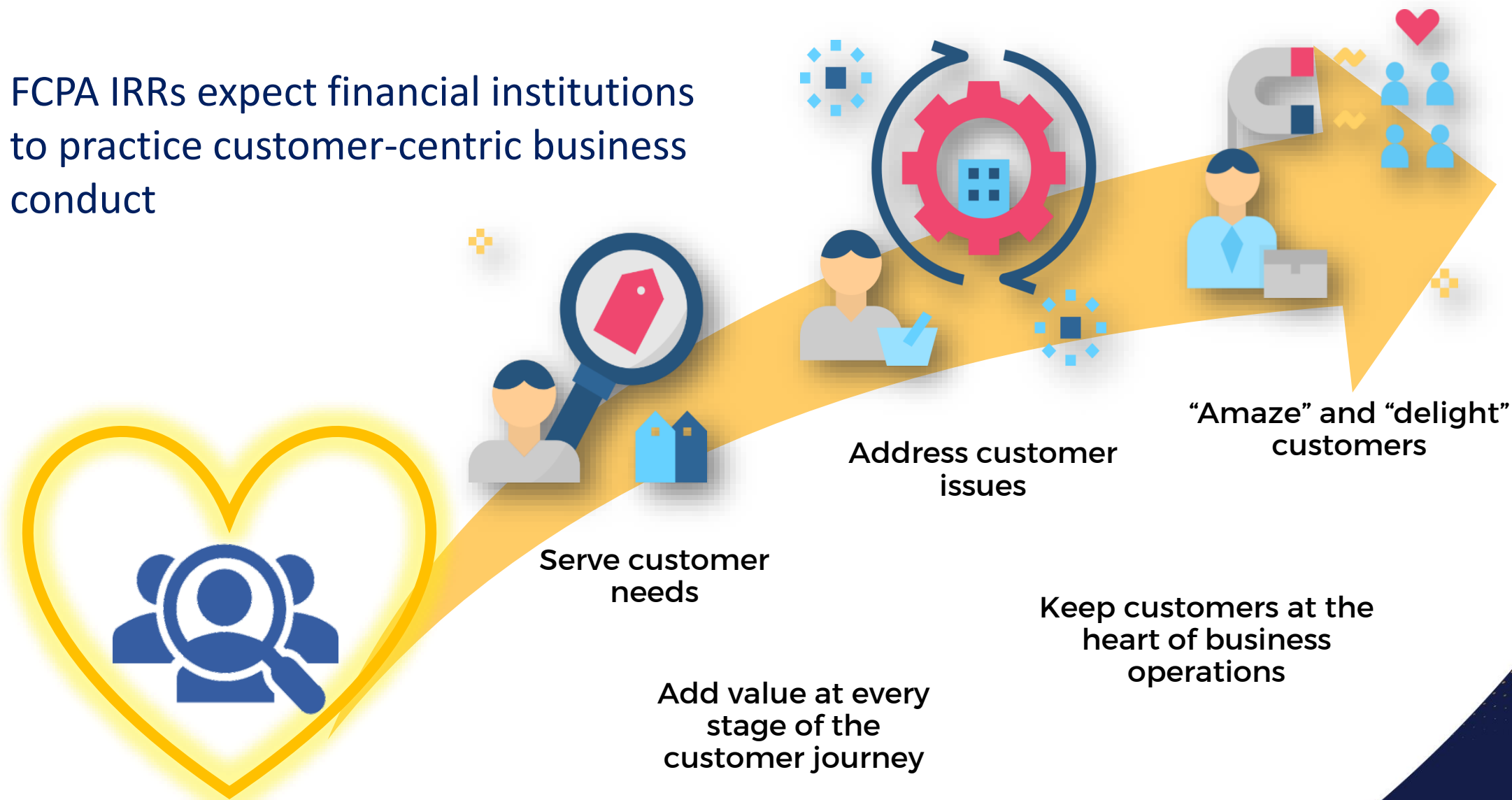
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BSP CAM Process Flow



FCPA IRRs: Customer Centric Financial Institutions

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



FCPA IRRs: Responsible Financial Consumers

- S**uspicious messages or persons should not be entertained
- E**xclusively use your own account details
- C**arefully form strong passwords
- U**se two-step verification or multi-factor authentication
- R**eport suspicious transactions immediately to your institutions
- E**nable transaction alerts and account activity notifications



Consumer protection is everyone's responsibility



Thank you.

consumeraffairs@bsp.gov.ph

