

# HOW WE MAY ASSIST YOU

## 5-Step Consumer Assistance Process

**Step 1:** You may submit a **complaint** to the bank in different ways.



### IN PERSON

You may visit our office and relay your concerns at

*A. Soriano Highway, Daang Amaya III  
Tanza, Cavite 4108*



### ONLINE

You may visit our official social media platforms

*Facebook: Bangko Mabuhay -A Rural Bank, Inc.  
Instagram: @bangkomabuhayofficial*



### BY CALL

You may call us at

*Trunklines: (046) 489-2010-2013  
Manila Lines: (02) 8529-8995  
(02) 8552-5028*



### EMAIL

You may email us at

*infobm@bangkomabuhay.com.ph*

**Step 2:** Our officers and staff will acknowledge your complaint and will assist you promptly.

**Step 3:** You will be informed of the timelines of action from the date of receipt of complaint:

Process	Simple Complaints	Complex Complaints
Acknowledgement	Within 2 days	Within 2 days
Processing and Resolution	Within 7 days	Within 45 days
Communication of Resolution	Within 9 days	Within 47 days

**Step 4:** The actions/resolutions to your concerns will be provided within timelines set in Step 3.

**Step 5:** If you are dissatisfied with the Bank's response, you may seek assistance with **Bangko Sentral ng Pilipinas (BSP):**

<https://www.bsp.gov.ph>, click BSP Chatbot icon (BSP Online Buddy)