



BANGKO MABUHAY (A RURAL BANK) INC.

5-Step Consumer Assistance Process

STEP 1:

Process begins when you submit a complaint to the Bank, in person, via telephone, email, or mail as indicated in the Bank's official website, Instagram or Facebook account.

STEP 2:

Upon receiving the complaint, the Bank, thru its Consumer Help Officer, acknowledges, assesses, investigates the complaint and options in resolving complaint

STEP 3:

You will be informed of the action taken in accordance with following timelines from date of receipt of the complaint:

	Simple	Complex
Acknowledgement	Within 2 days	Within 2 days
Processing and resolution	Within 7 days	Within 45 days
Communication of Resolution	Within 9 days	Within 45 days

STEP 4:

Consumer Help Officer will handle simple complaint/request while the Customer Service Manager or the Branch Manager will handle complex ones. You will be informed in writing of the action within timelines as stated in Step 3.

STEP 5:

If you are dissatisfied with the Bank's Response, you may seek assistance with Bangko Sentral ng Pilipinas – Financial Consumer Assistance Group (BSP-FCAG) – Consumer Assistance:

Direct Line: 02- 8708-70-87

Facsimile: 02-8708-70-88

Email Address: consumeraffairs@bsp.gov.ph