



CUSTOMER COMPLAINT FORM

Reference No. _____
(To be filled out by Bank Personnel)

consumerprotection@pbb.com.ph

Direct Recorded Line at (02) 363-HELP (4357);0922-8715322

CLIENTS INFORMATION

Last Name First Name M.I.

Home Address
House No. Street Brgy/ Municipality

City/ province Zip Code

Phone No. Email Address

What is the best way to contact you? Phone Mail Email

TRANSACTION DETAILS

<p>Type of Account</p> <p><input type="checkbox"/> Deposit Services <input type="checkbox"/> Non Deposit Accounts</p> <p><i>Pls. Specify :</i> _____ <i>Pls. Specify:</i> _____</p> <p><input type="checkbox"/> Loan Products <input type="checkbox"/> Others _____</p> <p><i>Pls. Specify :</i> _____ <i>Pls. Specify:</i> _____</p>	<p>Transaction type</p> <p><input type="checkbox"/> Cash Withdrawal/Encashment <input type="checkbox"/> Cash / Check Deposit</p> <p><input type="checkbox"/> Home Branch <input type="checkbox"/> Interbranch</p> <p>Branch Name : _____</p> <p><i>Others :</i> _____</p>
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COMPLAINT DETAILS

Date Occurred : Time Occurred : Branch Name

To whom you complained Position

Description of Complaint :
(Please type a clear description of the complaint and use another sheet of paper if needed)

Customer's Signature

FOR BANK USE ONLY

Name of Branch : Priority : High Normal Low

Date Complaint Received : Remarks : _____

Received by : Noted by :

CUSTOMER'S COPY

Reference No. : _____ Date of Complaint : _____

Name of Complainant : _____ Date Filed : _____

Attending Bank Personnel : _____ Branch Name : _____

***For follow up you may e-mail us at consumerprotection@pbb.com.ph or call or Text us at (02) 363-HELP (4357) or 0922-8715322. Thank you!