

**CORPORATE GOVERNANCE AND FINANCE DEPARTMENT**

**COMPLAINT FORM**

**REMINDERS:** Complaints that are insufficient in form and in substance may cause the **outright dismissal** of your complaint. To avoid that:

1. Always fill out the Complaint Form **completely and accurately**.
2. Do not forget to **attach all your evidence/proof** to support your complaint.
3. Submit **ONE COMPLAINT FORM PER RESPONDENT COMPANY**.
4. Provide us with a **valid government issued I.D.**

**PRIVACY NOTICE:** We collect the following personal information from you when you manually or electronically submit to us your complaint/s:

* Full Name
* Age
* Home address
* E-mail address
* Contact number

**Use:** The collected personal information will be utilized solely for documentation and processing of your complaint/s within the SEC and, when appropriate, endorsement to other government agency/ies that has/have jurisdiction over the subject of your complaint.

**Protection Measures:** Only authorized SEC personnel has access to these personal information, the exchange of which will be facilitated through email and hard copy. SEC will only retain personal data **as long as necessary** for the fulfillment of the purpose.

|  |
| --- |
| **COMPLAINANT INFORMATION** |
| Name: |  |
| Relationship/Affiliation to the respondent company: | ( ) Borrower/Client ( ) Reference( ) Guarantor |
| Age: |  |
| Address: |  |
| E-mail address: |  |
| Contact number: |  |

|  |
| --- |
| **RESPONDENT** |
| Company Name: |  |
| Contact number: |  |
| E-mail address: |  |

|  |
| --- |
| **ALLEGATIONS** |

|  |  |
| --- | --- |
| ( ) | Violation of the Lending Company Regulation Act of 2007 (R.A. 9474) and its Implementing Rules and Regulations |
| ( ) | Violation of the Financing Company Act of 1998 (R.A. 8556) and its Implementing Rules and Regulations |
| ( ) | Violation of the Truth in Lending Act (R.A. 3765), in relation to SEC Memorandum Circular No. 7, series of 2011 |
| ( ) | Violation of Memorandum Circular No. 18 series of 2019: Prohibition on Unfair Debt Collection Practices of Financing Companies (FC) and Lending Companies (LC) |

( ) Narration of Facts (Explain how the company violated the law/rules)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Proof/Evidence attached:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complainant’s signature over printed name Date

Valid Government issued I.D.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_