**COMPLAINT FORM**

**REMINDERS:** A complaint insufficient in form and/or substance may cause its outright dismissal. To avoid this, please:

1. Always fill out your complaint completely and accurately.
2. Indicate the complete corporate name of the respondent. The updated list of microfinance NGOs accredited by the Microfinance NGO Regulatory Council is available at: <https://www.sec.gov.ph/microfinance-ngo-regulatory-council/list-of-accredited-microfinance-ngos/>.
3. Do not forget to attach all necessary evidence/proof to support your claims.
4. Submit one complaint form per respondent accredited microfinance NGO.
5. Attach a valid government-issued I.D. and/or special power of attorney in your complaint.

**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
* Government-issued I.D.

**ACCESS, USE AND PROCESSING:** The collected personal information will be utilized solely for documentation and processing of your complaint/s with the MNRC 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 have access to these personal information, the exchange of which will be facilitated through email and/or hard copy. The SEC will only retain personal data **as long as necessary** for the fulfillment of the above purposes.

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| **COMPLAINANT INFORMATION** | |
| Name: |  |
| 🞎 I wish to remain anonymous |
| Relationship/Affiliation to the Accredited Microfinance NGO: | 🞎 Client  🞎 Member  🞎 Trustee  🞎 Officer  (Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)  🞎 Employee  (Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)  🞎 Donor  🞎 Beneficiary/Recipient of Programs, Projects/Activities  (Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)  🞎 Other  (Please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |
| Age: |  |
| Complete Address: |  |
| E-mail address: |  |
| Contact number: |  |

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

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| |  |  | | --- | --- | | 🞎 | Failure to abide by Client Protection Principles  (Please Specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) | | 🞎 | Engaging in banking operations or quasi-banking functions other than collecting micro-savings as compensating balance for its member-clients | | 🞎 | Directly engaging in insurance business | | 🞎 | Violation of Republic Act No. 10693 or the *Microfinance NGOs Act*, its Implementing Rules and Regulations and pertinent issuances of the Microfinance NGO Regulatory Council  (Please Specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) | | 🞎 | Violation of Republic Act No. 3765, or the *Truth in Lending Act*, its Implementing Rules and Regulations and pertinent issuances of the Microfinance NGO Regulatory Council, e.g. MNRC Memorandum Circular No. 1, Series of 2019 | | 🞎 | Violation of Republic Act No. 9510, or the *Credit Information System Act*, its Implementing Rules and Regulations and pertinent issuances of the Microfinance NGO Regulatory Council, e.g. MNRC Memorandum Circular No. 1, Series of 2020 | | 🞎 | Others  (Please Specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |   **ALLEGATIONS** |

Narration of Facts (Explain how the accredited microfinance NGO violated the laws/rules)

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Proof/Evidence (Please enumerate as attached):

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Complainant’s signature over printed name Date

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

(Please attach front and back images of your I.D. and/or special power of attorney)