**CORPORATE GOVERNANCE AND FINANCE DEPARTMENT**

**COMPLAINT FORM**

**IMPORTANT:** Only registered Lending Companies and Financing Companies with Certificates of Authority to Operate as a Lending/Financing Company (CA) may become respondent/s to your complaint. **For complaints against individuals/companies engaging in lending activities without CA, please send your email to Enforcement and Investor Protection Department at** [**epd@sec.gov.ph**](mailto:epd@sec.gov.ph)**.**

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 relevant documents/evidence/proof** to support your complaint.
3. Submit **ONE COMPLAINT FORM PER RESPONDENT COMPANY**.
4. Provide us with a **valid government issued I.D.**
5. Do not forget to provide **evidence/proof that you have exhausted all remedies against the company concerned** before filing your complaint with the SEC

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

* Full Name
* Age
* Address (address in the Philippines where you may be furnished a copy of letter/s and order from the Commission
* E-mail address
* Contact number
* Government-issued I.D.

**Use:** The collected personal information will be utilized 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.

The SEC may also process the personal information collected in order to carry out its constitutionally and statutorily mandated functions, including, but not limited to, conduct of research, in coordination with the central monetary authority and/or other law enforcement and regulatory agencies, for policy recommendations. (Section 4(e), R.A. 10173, or the Data Privacy Act of 2012)

**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.

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| **COMPLAINANT INFORMATION** | |
| Name: |  |
| Relationship/Affiliation to the respondent company: | ( ) Borrower/Client ( ) Reference  ( ) Guarantor |
| Age: |  |
| Address: |  |
| E-mail address: |  |
| Contact number: |  |
| Loan Contract Reference No. /Tracking No. |  |

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

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| **ALLEGATIONS** |

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| ( ) | 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) |

1. Narration of Facts (*provide a complaint narrative detailing your* ***own personal experience*** *of the company’s violations; use additional sheet if necessary*)

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2. Proof/Evidence attached (*to support your complaint*):

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3. Proof/Evidence attached (*showing that you have exhausted your remedies against the company concerned before filing a complaint with the SEC,* e.g., *initial complaint to the company and the company’s response to you, if any*):

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Complainant’s signature over printed name Date

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