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| **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  - Sex  - 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. | **IMPORTANT**: Only registered Lending Companies and Financing Companies with Certificates of Authority to Operate as a Lending/Financing Company (CA) and recorded Online Lending Platforms may become respondent/s to your complaint.  To avoid outright dismissal of your complaint:  -          Always fill out the Complaint Form completely and accurately.  -          Do not forget to attach all relevant documents/evidence/proof to support your complaint.  -          Submit ONE COMPLAINT FORM PER RESPONDENT COMPANY.  -          Provide us with a valid government issued I.D. Do not forget to provide evidence or proof showing that you have exhausted all the remedies provided for by the respondent company before filing a case with the SEC. |

**FINANCING AND LENDING COMPANIES DIVISION**



Republic of the Philippines

**Securities and Exchange Commission**

Financing and Lending Companies Division

Makati City

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ FinLenD Case No. \_\_\_\_\_\_\_\_\_

*Complainant*, Series of: \_\_\_\_\_\_\_\_\_\_\_

-versus-

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ FOR:

*Respondent*.

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**COMPLAINT**

I/We, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Filipino, of legal age, with residence at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, after having been duly sworn into in accordance with law, hereby depose and state that:

1. Please indicate the Financing Company, Lending Company or Online Lending Platform. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
2. Kindly choose by checking from the following causes of action:

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| --- | --- | --- | --- |
|  | Collection Harassment |  | Invasion of Privacy |
|  | Memorandum Circular No. 3, Series of 2022 |  | High Interest |
|  | SEC Memorandum Circular 03 s. 2022 |  | Truth in Lending Act (TILA) |
|  | Others, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |

1. Please attach the narration of facts please use separate sheet (Tagalog or English) *(Mandatory).*
2. Please attach Proof/Evidence against the company *(mandatory).*
3. Please attach Proof/ Evidence that you have exhausted all remedies against the company concerned before filing a complaint with the SEC.

**TO THE TRUTH OF THE FOREGOING**, I have signed this complaint on \_\_\_\_\_\_\_\_\_\_\_ at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Philippines.

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

Affiant

**VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING**

I/We [Name],\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, of legal age, [Citizenship]\_\_\_\_\_\_\_\_\_, [Civil status]\_\_\_\_\_\_\_, and a resident of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, respectfully states that:

1. I/We have caused this Complaint to be prepared; and that I/We have read and understood its contents which are true and correct of my own personal knowledge and/or based on authentic records.
2. That I/We have not commenced any action or proceeding involving the same issues in the Supreme Court, the Court of Appeals or any other tribunal or agency; that to the best of my knowledge, no such action or proceeding is pending in the Supreme Court, the Court of Appeals or any tribunal or agency, and that, if I/We should learn thereafter that a similar action or proceeding has been filed or is pending before these courts or tribunal, or agency, I/We undertake to report that fact to the Court within five (5) days from knowledge thereof.

IN WITNESS WHEREOF, I/We have hereunto set my hand this \_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 20\_\_\_\_\_.

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

Affiant

SUBSCRIBED AND SWORN to before me this \_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_, 20\_\_\_\_, after exhibiting to me his/her \_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Government Issued ID] with No. \_\_\_\_\_\_\_\_ [ID Number] issued on \_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Issue Date of ID] as competent evidence of his identity.

**NOTARY PUBLIC**

Doc No. \_\_\_\_\_\_\_;

Page No. \_\_\_\_\_\_\_;

Book No. \_\_\_\_\_\_\_;

Series of 20 \_\_\_\_\_.