



**YUANTA SAVINGS BANK PHILIPPINES, INC. ("BANK")
CUSTOMER CONCERN/INQUIRY/FOLLOW-UP FORM**

Date:		Time: *for walk-in filing only:	
Customer's Name:		Contact No.	
		E-Mail Address:	
Address:			
Nature of concern: <input type="checkbox"/> New Concern <input type="checkbox"/> Inquiry <input type="checkbox"/> Follow-up			
For Follow-up, provide the initial date of filing of the concern to the Bank:			
Details of concern/inquiry/follow-up. Please attach supporting documents if available.			
What product/service is your concern related to?		What channel was used when issue was encountered?	
<input type="checkbox"/> Deposit <input type="checkbox"/> Lending <input type="checkbox"/> Remittance <input type="checkbox"/> Foreign Exchange <input type="checkbox"/> Customer Service / Administrative		<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> ATM <input type="checkbox"/> Over-the-Counter/ Branch <input type="checkbox"/> Phone Call <input type="checkbox"/> Email </div> <div style="width: 45%;"> <input type="checkbox"/> Third Party (i.e. External Counsel, Courier) <input type="checkbox"/> Telegraphic Transfer/ SWIFT <input type="checkbox"/> If others, please specify: <div style="border-bottom: 1px solid black; width: 100%; height: 15px;"></div> </div> </div>	
Amount involved if applicable:			
Privacy Notice: By raising your concern to the Bank, you agree that the Bank or its representatives will collect and process your personal information such as name, address, contact number, and email. The information may be shared to the Bank's parent company and regulators for monitoring of the Bank's compliance with its Financial Consumer Protection Assistance Mechanism (FCPAM). The Bank is committed to ensuring the privacy and security of all data collected, consistent with the Data Privacy Act of 2012, until the resolution of your concern. Data collected will be used for purposes of ensuring the proper disposition of customer concern and will be retained for a period of five (5) years after the closure of the account for Bank's existing customer or for a period of five (5) years after resolution/closure of the concern for non-existing customer. For any concerns on the use of your data, you may contact the Bank's Data Protection Officer through ysb.dpo@yuanta.com.ph . The Bank's Privacy Notice may be accessed at https://www.yuanta.com.ph/en/datap.html			
Conforme:			
<div style="border-top: 1px solid black; width: 100%;"></div> Name and Signature of Customer			

For Bank Use Only
Bank Actions Taken: <input type="checkbox"/> For processing <input type="checkbox"/> Wait for additional documents <input type="checkbox"/> Others, please specify: Printed and Signature of Customer Assistance Officer: _____
Date Encoded in the Customer Complaint Database: _____
Noted By: _____