



## Financial Consumer Protection Assistance Mechanism (FCPAM)

### Our Commitment

We value your right as a consumer of financial products and services. For this reason, we aim to provide you with the highest level of satisfaction.

### Having concerns with our Bank?

#### Where should you go?

If you have any concerns, inquiries, and requests with us, please do not hesitate to talk to our concerned department or branch manager. You may visit, call, or email us with the following information:

#### Head Office

Ground Floor, Chatham House Building,  
116 Valero corner V.A. Rufino Streets, Salcedo Village,  
Makati City. Tel. Nos. (02) 8845 3838, (02) 8845 3846

#### Contact Persons:

For status of your loan applications:  
Melody Delos Santos, Relationship Manager

For status of your existing loan/Loan payment record:  
Roslyn Agustin, Loans Dept.

For deposit, remittance including PESONet, and foreign  
exchange:  
Ju-Jung Wang, BBD Head

For collection concern:  
Jonah Xerxes De Castro, OIC - Collection Dept.

For legal concern:  
Atty. Raymond C. De Lemos

You may also send your requests or concerns via email at [ysb.customerservice@yuanta.com.ph](mailto:ysb.customerservice@yuanta.com.ph). Kindly use your email address given to us for easy validation and checking of your concerns and by accomplishing the Bank's Customer Concern/Inquiry/Follow-Up Form.

#### How do we do it?

We will acknowledge the receipt of your concerns, inquiries, and requests within 24 hours via email and will conduct an initial assessment whether it is a simple or complex one. However, we will no longer acknowledge the receipt of the same in case the resolution was already provided to you on the same day when the concerns, inquiries and requests was filed. We will contact you by telephone or email, and will

request for additional information and/or documents, if necessary.

Simple concerns, inquiries and requests will be processed and resolved within 7 days, while the complex one will take up to 30 days upon acknowledgement thereof and/or submission of requested information and documents. We will inform you via email on the status of resolution of your concern, inquiries, and requests within the stated turn-around-time.

In case the simple or complex concerns, inquiries and requests cannot be resolved yet within the 7-day or 30-day period respectively, we will inform you via email prior to the lapsed of the said period indicating the reason for extension of its resolution.

#### Feedback Mechanism

We will request you to accomplish the customer satisfaction survey form within 3 banking days after its resolution.

#### Where should you go if you're concern raised with the Bank remains unresolved?

Yuanta Savings Bank (YSB) is regulated by Bangko Sentral ng Pilipinas (BSP). Reporting the concern with the YSB is a condition precedent to the filing of a concern to initiate the BSP Consumer Assistance Mechanism (CAM) through the following channels:



#### Other BSP Consumer Assistance Channels

E-mail: [consumeraffairs@bsp.gov.ph](mailto:consumeraffairs@bsp.gov.ph)  
Phone: (02) 8708-7087, (02) 8708-7701 Loc. 2584  
Walk-in: Consumer Assistance Desk, Ground Floor Multi Storey Building, BSP Complex, Ermita Manila

## Flow Chart: Concerns-handling Process

