

# **Do you have issues or concerns with DBP's products and services?**

**We value the opportunity to work with you  
in further improving DBP's products and  
services. For consumer concerns, please  
follow these steps:**



# How to File a Complaint

- 1. Fill in the required customer information in the DBP Customer Complaint Record Form placed in the forms counter of the DBP Financial Center (Head Office), branches and frontline offices.**





# How to File a Complaint

2. Proceed to the Public Assistance and Complaints Desk of the branch or approach any DBP Consumer Service Officer, who will attend to your concern/complaint.



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- 3. The attending DBP Consumer Service Officer will assign a reference number and record other pertinent information on your duly filled-out DBP Customer Complaint Record Form (under the portion labeled 'For Bank Use Only').**





# How to File a Complaint

4. For customer complaints requiring further evaluation/action, the DBP Consumer Service Officer will give you the duly filled out Customer's Copy of the DBP Customer Complaint Record Form.



# How to File a Complaint

5. You will be advised of the resolution process for your complaint. The DBP Consumer Service Officer shall also keep you informed of the status of your concern, should this remain unresolved beyond the initial resolution timeframe.





**Consumer concerns and complaints may also be filed - Mondays thru Fridays,  
8:00 am to 5:00 pm - through the following contact details:**

**DBP Corporate Affairs Department**

**Ground Floor, Development Bank of the Philippines  
Sen. Gil J. Puyat Ave. corner Makati Ave., Makati City  
Telephone Numbers: 8150904 / 8189511 local 2135**

**For complaints and other concerns when using the DBP offsite ATMs during  
holidays and weekends, please call:**

**DBP ATM Operations**

**(02) 8189511 local 2536 / 2527  
(02) 8126378 (direct line)  
1-800-10-3278888 (Domestic Toll Free Number)  
0917-8328557 / 0917-8328623**

