

On-line Filing of Complaints

Microfinance clients may file their complaints with NAPC on-line:

1. Go to the Microfinance section of the NAPC website by typing www.napc.gov.ph/microfinance.htm on the address bar of your browser.



2. Click on the **On-line Filing of Complaints** button
3. Complete the form by providing the ff. information: complete name, address, contact no., e-mail address and message. Please note that you are required to give an e-mail address. Click on the **Submit** button when you're done.



4. A verification e-mail will be sent to the e-mail address that you have provided. Check your e-mail to confirm submission of complaint.

Directory of Regulatory Agencies/Institutions

Bangko Sentral ng Pilipinas

A. Mabini St. cor. P. Ocampo St.,
Malate Manila, Philippines 1004
Tel. No. : (632) 524.70.11 loc 2584 and 2780; 523-3631
Fax No. : (632) 523.62.10
E-mail: bspmail@bsp.gov.ph;
consumeraffairs@bsp.gov.ph
Website: www.bsp.gov.ph

Philippine Deposit Insurance Corporation

PDIC Bldg., 22228 Chino Roces Avenue
1231 Makati City or PDIC Extension Office
SSS Building, Ayala Avenue corner
V.A. Rufino St., Makati City
Tel: (632) 841-4000
Email us: info@pdic.gov.ph
Website: www.pdic.gov.ph

Cooperative Development Authority

5th Floor Benlor Building 1184 Quezon Avenue,
Quezon City, Philippines
Tel No. : (632) 373-6894 or (632) 373-6906;
373-9953 (Legal Unit)
Fax : 371-2077
Email : webmaster@cda.gov.ph
Website : www.cda.gov.ph

Securities and Exchange Commission

SEC Building, EDSA, Greenhills
Mandaluyong City, Metro Manila, Philippines
Tel nos (632) 726-0931 to 39
Fax no (632) 725-5293
Email: mis@sec.gov.ph
Website : www.sec.gov.ph

Insurance Commission

1071 United Nations Avenue Manila, Philippines
P.O. Box 3589, Manila
Telephone : (632) 523-8461 - 70
Fax : (632) 522-1434
Email : oic@pltdsl.net
Website : www.insurance.gov.ph

Consumer Protection in Microfinance



Department of Finance



National Anti-Poverty Commission



Asian Development Bank