

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Drop in the suggestion box located at the lobby of LANDBANK Branches/Customer Care Desks Customer Care Hotline: (632) 8-405-7000 1-800-10-405-7000 Social Networking Sites: Facebook: https://www.facebook.com/landbankofficial Twitter: @LBP_official Customer Care Mail: Online: https://www.landbank.com/contact-us Email: customercare@landbank.com Letter: 2F LANDBANK Plaza, 1598 M.H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila
How feedbacks are processed	Branch Officer opens daily the suggestion box and compiles and records all feedback submitted. Feedbacks received through telephone, mail, online messages, and e-mail are immediately referred to the unit concerned for appropriate action. Feedback requiring answers are addressed immediately upon receipt of the feedback, and the answer of the office is then relayed to the citizen.

How to file a complaint	File the complaint via the Customer Care Desk located at all LANDBANK Customer-Facing Units. Customer Care Hotline: (632) 8-405-7000 1-800-10-405-7000 Social Networking Sites: Facebook: https://www.facebook.com/landbankofficial Twitter: @LBP_official Customer Care Mail: Online: https://www.landbank.com/contact-us Email: customercare@landbank.com Letter: 2F LANDBANK Plaza, 1598 M.H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila Complaints can be filed via telephone, mail, online messages, and e-mail. Make sure to provide the following information: - Name of person filing the complaint - Details of the Complaint - Other supporting evidence, if any
How complaints are processed	Complaints received through telephone, mail, online messages, and e-mail are immediately referred to the unit concerned for appropriate action. Upon receipt of the complaint, Unit concerned shall start the investigation and coordinate with other units/external parties, if necessary. Client shall be informed of the result of investigation, via e-mail, text message, letter or call report, within 48 hours upon completion of investigation/updating of case status as resolved/closed.

<i>How complaints are processed cont.</i>	Complaint shall be classified as to its nature and category to determine handling and resolution period, as follows: <table border="1" data-bbox="673 352 1416 968"> <thead> <tr> <th data-bbox="673 352 937 401">Nature</th><th data-bbox="937 352 1416 401">Category</th></tr> </thead> <tbody> <tr> <td data-bbox="673 401 937 968"> • Product/Service-Related • Transaction-Related • Process-Related • Fraud-Related • Personnel/Employee-Related • Legal Related/Matters </td><td data-bbox="937 401 1416 968"> • Simple – seven (7) banking days • Complex – 20 banking days • Highly Technical – 45 banking days <i>Note: Turn-around time in handling/resolution and requests covered by law, rules and regulations shall be observed (e.g., 93 banking days for Credit Card Disputed Transactions)</i> </td></tr> </tbody> </table>	Nature	Category	• Product/Service-Related • Transaction-Related • Process-Related • Fraud-Related • Personnel/Employee-Related • Legal Related/Matters	• Simple – seven (7) banking days • Complex – 20 banking days • Highly Technical – 45 banking days <i>Note: Turn-around time in handling/resolution and requests covered by law, rules and regulations shall be observed (e.g., 93 banking days for Credit Card Disputed Transactions)</i>
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Contact Information of ARTA, PCC,CCB, BSP	ARTA: complaints@arta.gov.ph (02) 8478-5091 (02) 8478-5093 PCC: pcc@malacanang.gov.ph +63(2) 8888 CCB: 0908-881-6565 (SMS) email@contactcenterngbayan.gov.ph BSP: consumeraffairs@bsp.gov.ph				