

## VI. Feedback and Complaints

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

<p>How to file a complaint</p>	<p>File the complaint via the Customer Care Desk located at all LANDBANK Customer-Facing Units.</p> <p>Customer Care Hotline:  (632) 8-405-7000  1-800-10-405-7000</p> <p>Social Networking Sites:  Facebook: <a href="https://www.facebook.com/landbankofficial">https://www.facebook.com/landbankofficial</a>  Twitter: @LBP_official</p> <p>Customer Care Mail:  Online: <a href="https://www.landbank.com/contact-us">https://www.landbank.com/contact-us</a>  Email: <a href="mailto:customercare@landbank.com">customercare@landbank.com</a>  Letter: 2F LANDBANK Plaza, 1598 M.H. Del Pilar corner Dr. J. Quintos Streets, Malate, Manila</p> <p>Complaints can be filed via telephone, mail, online messages, and e-mail. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person filing the complaint</li> <li>- Details of the Complaint</li> <li>- Other supporting evidence, if any</li> </ul>
<p>How complaints are processed</p>	<p>Complaints received through telephone, mail, online messages, and e-mail are immediately referred to the unit concerned for appropriate action.</p> <p>Upon receipt of the complaint, Unit concerned shall start the investigation and coordinate with other units/external parties, if necessary.</p> <p>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.</p>

<p><i>How complaints are processed cont.</i></p>	<p>Complaint shall be classified as to its nature and category to determine handling and resolution period, as follows:</p> <table border="1" data-bbox="657 352 1399 968"> <thead> <tr> <th data-bbox="657 352 922 401">Nature</th> <th data-bbox="922 352 1399 401">Category</th> </tr> </thead> <tbody> <tr> <td data-bbox="657 401 922 968"> <ul style="list-style-type: none"> <li>• Product/ Service-Related</li> <li>• Transaction-Related</li> <li>• Process-Related</li> <li>• Fraud-Related</li> <li>• Personnel/ Employee-Related</li> <li>• Legal Related/ Matters</li> </ul> </td> <td data-bbox="922 401 1399 968"> <ul style="list-style-type: none"> <li>• Simple – seven (7) banking days</li> <li>• Complex – 20 banking days</li> <li>• Highly Technical – 45 banking days</li> </ul> <p><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></p> </td> </tr> </tbody> </table>	Nature	Category	<ul style="list-style-type: none"> <li>• Product/ Service-Related</li> <li>• Transaction-Related</li> <li>• Process-Related</li> <li>• Fraud-Related</li> <li>• Personnel/ Employee-Related</li> <li>• Legal Related/ Matters</li> </ul>	<ul style="list-style-type: none"> <li>• Simple – seven (7) banking days</li> <li>• Complex – 20 banking days</li> <li>• Highly Technical – 45 banking days</li> </ul> <p><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></p>
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<p>Contact Information of ARTA, PCC,CCB, BSP</p>	<p>ARTA: complaints@arta.gov.ph (02) 8478-5091 (02) 8478-5093</p> <p>PCC: pcc@malacanang.gov.ph +63(2) 8888</p> <p>CCB: 0908-881-6565 (SMS) email@contactcenterngbayan.gov.ph</p> <p>BSP: consumeraffairs@bsp.gov.ph</p>				