



CUSTOMER FEEDBACK /CLIENT COMPLAINT/ WHISTLEBLOWING FORM



<b>Name</b> (Surname, First Name, Middle Name)		<input type="checkbox"/> ULFC Client <input type="checkbox"/> Non ULFC		<b>Date</b>
<b>Account Name</b> (no acronym or abbreviation)				
<b>Nature of Feedback</b> <input type="checkbox"/> Commendation <input type="checkbox"/> Complaint <input type="checkbox"/> Suggestions <input type="checkbox"/> Whistleblowing	<b>Mobile Phone Number</b>	<b>Landline Telephone Number</b>	<b>Email Address</b>	
<b>Type of Product / Service / Reference Number</b>		<b>Associates / Department Involved</b>		
<b>DETAILS OF FEEDBACK AND/OR PRESENTED DOCUMENTS</b> (use separate sheet if necessary)				
<b>REQUESTED RESOLUTION / RECOMMENDATIONS / SUGGESTIONS</b> (use separate sheet if necessary)				
<p>By signing below, I hereby certify and attest to the fact that all information represented and given by me are true and correct, I authorize UCPB Leasing and Finance Corporation (ULFC) to use the information in this form to contact me. I authorize UCPB Leasing and Finance Corporation (ULFC) to share this information with the concerned Unit/s and third parties who will be handling the resolution of my concern / complaint. I further certify that I have read and understood the <b>ULFC Customer Privacy and Data Protection Notice</b> in the link within Land Bank of the Philippines (LBP) website (<a href="https://www.landbank.com/ucpb-subsiararies">https://www.landbank.com/ucpb-subsiararies</a>) and hereby accept them.</p>				
<p>_____</p> <p>Signature over Printed Name of Customer / Date</p>				
<b>FOR ULFC USE ONLY</b>				
<b>Action/s Taken</b>				
<b>Received by</b>	<b>Investigated by</b>	<b>Reviewed and Approved by</b>		
_____	_____	_____		
Signature over Printed Name / Date	Signature over Printed Name / Date	Signature over Printed Name / Date		

For customer assistance email us at [crc@ucpb.com](mailto:crc@ucpb.com)