

Head Office

External Services

Customer Relation Management Unit

1. Complaints Handling - Telephone

Filing of complaints through telephone

Office or Division:	Customer Relation Management Unit (CRMU)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business, G2C - Government to Citizen			
Who may avail:	All existing and future clients which include existing borrowers (MSME or wholesale), credit delivery partners, service providers, vendors/suppliers and consultants			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Complete details of the complainant <ul style="list-style-type: none"> Name Address Contact details (Phone Number, Mobile Number, email address) 		Complainant		
2. Complete details of the complaint <ul style="list-style-type: none"> Person/s involved Date Place 		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Call the SB Corporation Hotline: <u>Phone:</u> 5328-1100 to 10, 5328-1112 to 16 Local 1731 and 1753 <u>Mobile:</u> 0921 5131790 (Smart) 0945 6725033 (Globe)	1.1. Ensure completeness of gathered information from the complainant.	None	10 minutes (maximum)	Contact Center Staff CRMU
	1.2. Record all details of the complaint in the Consumer Assistance Management System (CAMS).	None	1 hour	Contact Center Staff CRMU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	1.3. Conduct initial assessment.	None	1 hour	<i>CRMU Officer CRMU</i>
	1.4. Forward and endorse valid complaints to the concerned Group.	None	1 hour	<i>CRMU Officer CRMU</i>
	1.5. Perform necessary corrective action and provide the appropriate response to the complainant.	None	1 day	<i>Concerned Group</i>
	1.6. Record Resolution on the Consumer Assistance Management System (CAMS).	None	1 hour	<i>Document Examiner</i>
	TOTAL	None	1 day, 4 hours and 10 minutes	

2. Complaints Handling - Email

Filing of complaints through email

Office or Division:	Customer Relation Management Unit (CRMU)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business, G2C - Government to Citizen			
Who may avail:	All existing and future clients which include existing borrowers (MSME or wholesale), credit delivery partners, service providers, vendors/suppliers and consultants			
CHECKLIST OF REQUIREMENTS		ISSUING/SOURCE ENTITY		
1. Complete details of the complainant <ul style="list-style-type: none"> Name Address Contact details (Phone Number, Mobile Number, email address) 		Complainant		
2. Complete details of the complaint <ul style="list-style-type: none"> Person/s involved Date Place 		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Send email for the complaint to sbcorporation@sbcorp.gov.ph	1.1. Acknowledge, ensure completeness, and validate the complaint received via email.	None	10 minutes (<i>maximum</i>)	<i>CRMU Officer</i> <i>CRMU</i>
	1.2. Record the details of the complaint in the Consumer Assistance Management System (CAMS).	None	1 hour	<i>CRMU Officer</i> <i>CRMU</i>
	1.3. Conduct initial assessment.	None	1 hour	<i>CRMU Officer</i> <i>CRMU</i>
	1.4. Forward and endorse valid complaint to	None	1 hour	<i>CRMU Officer</i> <i>CRMU</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	concerned Group.			
	1.5. Perform necessary corrective action and provide the appropriate response to the complainant.	None	1 day	<i>Concerned Group</i>
	1.6. Record the resolution made accordingly in the CAMS or reply via email as applicable.		1 hour	<i>Concerned Group, CRMU Officer CRMU</i>
	TOTAL	None	1 day, 4 hours and 10 minutes	