

Head Office

External Services

Customer Relation Management Unit



Staff

CRMU

1. Complaints Handling - Telephone

Filing of complaints through telephone

Filing of complaints through telephone				
Office or Division:	Customer Relation Management Unit (CRMU)			
Classification:	Simple			
Type of Transactio	,			
Who may avail:	All existing and future clients which include existing borrowers (MSM			oorrowers (MSME
	or wholesale), cred	edit delivery partners, service providers,		
	vendors/suppliers	liers and consultants		
CHECKLIST OF	REQUIREMENTS	ISSUING/SOURCE ENTITY		
Complete details	of the complainant	Complainant		
 Name 				
 Address 				
 Contact deta 	ils (Phone			
	oile Number, email			
address)		_		
Complete details of the complaint		Complainant		
 Person/s inventor 	olved			
Date				
 Place 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON/S
CLIENT STEPS		PAID	TIME	RESPONSIBLE
CLIENT STEPS 1. Call the SB	1.1. Ensure		TIME 10 minutes	RESPONSIBLE Contact Center
CLIENT STEPS 1. Call the SB Corporation	1.1. Ensure completeness	PAID	TIME	RESPONSIBLE Contact Center Staff
CLIENT STEPS 1. Call the SB Corporation Hotline:	1.1. Ensure completeness of gathered	PAID	TIME 10 minutes	RESPONSIBLE Contact Center
CLIENT STEPS 1. Call the SB Corporation Hotline: Phone:	1.1. Ensure completeness of gathered information	PAID	TIME 10 minutes	RESPONSIBLE Contact Center Staff
CLIENT STEPS 1. Call the SB Corporation Hotline: <u>Phone</u> : 5328-1100 to	1.1. Ensure completeness of gathered information from the	PAID	TIME 10 minutes	RESPONSIBLE Contact Center Staff
CLIENT STEPS 1. Call the SB Corporation Hotline: Phone: 5328-1100 to 10, 5328-1112	1.1. Ensure completeness of gathered information	PAID	TIME 10 minutes	RESPONSIBLE Contact Center Staff
CLIENT STEPS 1. Call the SB Corporation Hotline: <u>Phone</u> : 5328-1100 to 10, 5328-1112 to 16	1.1. Ensure completeness of gathered information from the	PAID	TIME 10 minutes	RESPONSIBLE Contact Center Staff
CLIENT STEPS 1. Call the SB Corporation Hotline: Phone: 5328-1100 to 10, 5328-1112	1.1. Ensure completeness of gathered information from the	PAID	TIME 10 minutes	RESPONSIBLE Contact Center Staff
CLIENT STEPS 1. Call the SB Corporation Hotline: Phone: 5328-1100 to 10, 5328-1112 to 16 Local 1731 and	1.1. Ensure completeness of gathered information from the	PAID	TIME 10 minutes	RESPONSIBLE Contact Center Staff
CLIENT STEPS 1. Call the SB Corporation Hotline: Phone: 5328-1100 to 10, 5328-1112 to 16 Local 1731 and 1753 Mobile:	1.1. Ensure completeness of gathered information from the	PAID	TIME 10 minutes	RESPONSIBLE Contact Center Staff
CLIENT STEPS 1. Call the SB	1.1. Ensure completeness of gathered information from the	PAID	TIME 10 minutes	RESPONSIBLE Contact Center Staff
CLIENT STEPS 1. Call the SB Corporation Hotline: <u>Phone</u> : 5328-1100 to 10, 5328-1112 to 16 Local 1731 and 1753 Mobile: 0921 5131790 (Smart)	1.1. Ensure completeness of gathered information from the	PAID	TIME 10 minutes	RESPONSIBLE Contact Center Staff
CLIENT STEPS 1. Call the SB Corporation Hotline: Phone: 5328-1100 to 10, 5328-1112 to 16 Local 1731 and 1753 Mobile: 0921 5131790 (Smart) 0945 6725033	1.1. Ensure completeness of gathered information from the	PAID	TIME 10 minutes	RESPONSIBLE Contact Center Staff
CLIENT STEPS 1. Call the SB Corporation Hotline: <u>Phone</u> : 5328-1100 to 10, 5328-1112 to 16 Local 1731 and 1753 Mobile: 0921 5131790 (Smart)	1.1. Ensure completeness of gathered information from the	PAID	TIME 10 minutes	RESPONSIBLE Contact Center Staff

details of the

Consumer Assistance Management

System (CAMS).

complaint in the



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



2. Complaints Handling - Email

Filing of complaints through email

Office or Division:	Customer Relation	Customer Relation Management Unit (CRMU)			
Classification:	Simple				
Type of Transactio					
Who may avail:		All existing and future clients which include existing borrowers (MSME			
		or wholesale), credit delivery partners, service providers,			
		vendors/suppliers and consultants			
	REQUIREMENTS	ISSUING/SOURCE ENTITY			
Complete details of the complainant		Complainant			
NameAddress					
	ila (Dhana				
Contact deta Number Mol	oile Number, email				
address)	olle Nulliber, email				
Complete details of the complaint		Complainant			
Person/s invo					
Date					
 Place 					
CLIENT CTERS	ACENCY ACTIONS	FEES TO BE	PROCESSING	PERSON/S	
CLIENT STEPS	AGENCY ACTIONS	PAID	TIME	RESPONSIBLE	
Send email for	1.1. Acknowledge,	None	10 minutes	CRMU Officer	
the complaint to	ensure		(maximum)	CRMU	
	•				
sbcorp.gov.ph					
	•				
		None	1 hour	CRMU Officer	
		INOTIC	Tiloui		
				OT WITE	
	•				
	Assistance				
	Management				
	System				
	1.3. Conduct initial	None	1 hour	CRMU Officer	
	assessment.			CRMU	
	4.4. [[NI	4 6	ODMI Office	
		None	1 nour		
				CRIVIU	
	•				
	Group.				
DatePlace CLIENT STEPS Send email for	AGENCY ACTIONS 1.1. Acknowledge, ensure completeness, and validate the complaint received via email. 1.2. Record the details of the complaint in the Consumer Assistance Management System (CAMS). 1.3. Conduct initial assessment.	PAID None None	10 minutes (maximum) 1 hour	CRMU Officer CRMU Officer CRMU	



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