

# HOW CAN WE ASSIST YOU?

## **5 STEP CONSUMER ASSISTANCE PROCESS**

STEP 1: You may file a complaint in different ways:

- In person : visit the nearest IRB branch nearest you (put the address)
- By Mail : registered mailing address
- By Email : registered email addresses
- By phone: official phone numbers

EMAIL ADDRESS	CONTACT NUMBER	WEBSITE ADDRESS
<a href="mailto:irbimain_casa@yahoo.com">irbimain_casa@yahoo.com</a>	(046) 471-4519	
<a href="mailto:irb_market@yahoo.com">irb_market@yahoo.com</a>	(046) 471-4415	
<a href="mailto:irb_molinobr.041696@yahoo.com">irb_molinobr.041696@yahoo.com</a>	(046) 477-0828	<a href="http://www.imusrb.com">www.imusrb.com</a>
<a href="mailto:irbsalawagbr@yahoo.com">irbsalawagbr@yahoo.com</a>	(046) 436-0540	
<a href="mailto:irbmauban@gmail.com">irbmauban@gmail.com</a>	(042) 717-9180	

STEP 2: Provide us with information necessary to facilitate the handling of complaints

STEP 3: Your complaints shall be handled by our officers and staff

STEP 4: You will be informed of the timelines of action from the date of receipt of the complaint:

	SIMPLE*	COMPLEX*
Acknowledgment	Within 2 days	Within 2 days
Processing and resolution (assess, investigate and resolve)	Within 7 days	Within 45 days
Communication of resolution	Within 9 days	Within 47 days

The actions/resolutions to your concern will be provided within the above timelines

STEP 5: If you are dissatisfied with the handling of your complaints, you may seek assistance from the Bangko Sentral ng Pilipinas (BSP) : <https://www.bsp.gov.ph>, click BSP Chatbot icon BOB (BSP Online Buddy)