



Reference No. \_\_\_\_\_  
(To be filled out by Branch Personnel)

CLIENT'S INFORMATION		
Last Name:	First Name	Middle Name
Home Address:		
Phone Number:		Email Address:
What is the best way to contact you? <input type="checkbox"/> Phone <input type="checkbox"/> Mail <input type="checkbox"/> Email		
TRANSACTION DETAILS		
<b>Type of Account</b> <input type="checkbox"/> Deposit Services <input type="checkbox"/> Non Deposit Accounts <i>Pls specify: _____ Pls specify: _____</i>  <input type="checkbox"/> Loan Products <input type="checkbox"/> Others _____ <i>Pls specify: _____ Pls specify: _____</i>		<b>Transaction type</b> <input type="checkbox"/> Cash Withdrawal/Encashment <input type="checkbox"/> Cash/Check Deposit <input type="checkbox"/> Others: _____
COMPLAINT DETAILS		
Date Occurred: _____		Time Occurred: _____
To whom you complained: _____		Position: _____
<b>Description of Complaint:</b> <i>(Please type a clear description of the complaint and use another sheet of paper if needed)</i>		
_____ <b>Customer's Signature</b>		
For Bank Use Only		
Date Complaint Received:		Priority: <input type="checkbox"/> High <input type="checkbox"/> Normal <input type="checkbox"/> Low
Received By:	Noted By:	Remarks:
CUSTOMER'S COPY		
Reference No.	Date Of Complaint	
Name of Complainant	Date Filed	
Attending Branch Personnel		

Hua Nan Commercial Bank, Ltd., Manila Branch is regulated by the Bangko Sentral ng Pilipinas <https://www.bsp.gov.ph>

Complaints can be sent to: [mnl.complaints@hncb.com](mailto:mnl.complaints@hncb.com)