

**Supporting Document is required to submit a complaint:**

- a. A copy of Customer's and/or Customer's representative identity card
- b. Authority Letter (if the Customer is being represented by the Customer's Representative)
- c. Type and date of financial transaction
- d. The complaint

**Note:** For the incomplete complaint, the Customer has 20 (twenty) working days to submit the complaint's supporting document and can be extended to another 20 (twenty) working days.

