



JUDICIARY SAVINGS & LOAN ASSOCIATION (JUSLA) INC.
COURT OF APPEALS CENTENNIAL BUILDING, MA. Y. OROSA ST., ERMITA, MANILA

Consumer Complaint Form

Instructions: Please print or type. Consumer may lodge his/her concern through this form and submit it in person, or sent it by postal mail at the Court of Appeals Bldg., Maria Y. Orosa St., Ermita, Manila or e-mail it to inquiry@jusla.com.ph . If filed other than through e-mail, please ensure that you SIGN this form.	
CONSUMER INFORMATION	
NAME (Last, First, MI)	Contact No.
Present Address	Zip Code
Signature	Date
COMPLAINT (Describe the events in the order in which they occurred, including specific dates, and names if possible and the product or service which is the subject of the complaint. Attached copies, not originals , of all documents that relate to your complaint. In addition, indicate the resolution you are seeking.) If additional space is needed, please attach a separate sheet.	
Description:	
PROCESS AND TIMELINES (Your complaint shall be assessed, investigated and resolved within 7 days if simple and 45 days if complex reckoned from the receipt of the complaint. The Association may request additional documents, if necessary and that you shall be kept informed of the progress of the measures being taken for the complaint's resolution.)	
For JUSLA Personnel Use Only	
Received By:	Date Recorded:
Head Consumer Assistance Officer	