

# FREEDOM OF INFORMATION REQUEST PROCEDURE



Agency : UCPB Savings Bank  
Address : 7F Robinsons Cybergate Magnolia, Aurora Blvd. cor. Doña Hemady St., New Manila, Quezon City  
Name of FOI Receiving Officer : Joyce Ann D. Bartolay  
Email Address : usb-camu@ucpbsavings.com

1

Submit a signed request by the client or the representative to the Receiving Officer.



An accomplished Request for Release of Document/ Information (RRDI) may also be used.

2

Provide a valid ID (preferably government-issued) as proof of identification.



3

UCPBS will evaluate the request and notify settlement of the fee as applicable.



If the request is denied, refer to the details of FOI Appeals below.

4

Target timeline of the processing of request shall be a minimum of 15 working days. However, requests that require more processing time may take more than 15 working days.



## FOI Appeals:

If you are not satisfied with the response to your FOI request, you may write an appeal letter to [usb-camu@ucpbsavings.com](mailto:usb-camu@ucpbsavings.com) within fifteen (15) working days from the receipt of the response. The appeal shall be decided within thirty (30) working days by the Management.

If the Bank fails to respond within the required fifteen (15) working days, you may write an appeal letter to the Central Appeals and Review Committee within fifteen (15) calendar days from the lapse of the required response period. The appeal shall be decided within thirty (30) working days by the Central Appeals and Review Committee.



## UCPB SAVINGS CUSTOMER SERVICE HOTLINE

7F Robinsons Cybergate Magnolia, Aurora Blvd., cor. Doña Hemady St., New Manila, Quezon City, Philippines  
(02) 8811-0278 | 0998-591-9006 (SMART)  
[usb-camu@ucpbsavings.com](mailto:usb-camu@ucpbsavings.com) | [f UCPBS.KASAMAMO](https://www.facebook.com/UCPBS.KASAMAMO) | [www.ucpbsavings.com](http://www.ucpbsavings.com)