

PECCI MULTIPURPOSE COOPERATIVE (PECCI) **CONSUMER FEEDBACK FORM**

This Consumer Feedback Form is designed to gather insights from financial consumers to assess the quality, efficiency, and transparency of the Financial Consumer Protection Assistance Management System (FCPAMS) of PECCI Multipurpose Cooperative. Your feedback will help us improve our services and ensure consumer protection.

Consumer Information:

NAME: _____ (optional)

CONTACT NUMBER: _____ (optional)

EMAIL ADDRESS: _____ (optional)

DATE: _____

Which channels did you use to file your complaint/request/inquiry? (Check all that apply)

- ☐ Walk-in
 ☐ Phone call
☐ Email
 ☐ Online Portal
☐ Social media (Facebook)
 ☐ Others (Please specify): _____

Please rate each statement using the scale below:

Scale	Description
5	Strongly Agree
4	Agree
3	Neutral
2	Disagree
1	Strongly disagree

Statement	5	4	3	2	1	N/A
I found the process of filing complaint/request/inquiry easy and convenient.						
My complaint/request/inquiry was resolved within the expected timeframe.						
The complaint/request/inquiry process, timelines, and status updates were clearly explained and communicated.						
The personnel who handled my complaint/request/inquiry was/were courteous and professional.						
The personnel demonstrated knowledge of products, services, and complaint resolution procedures.						
The personnel responded to my complaint/request/inquiry promptly.						
The resolution provided to my complaint was fair and impartial.						
I was assured that my personal and financial information was handled with confidentiality and care.						
I was informed of my right to escalate my complaint if the resolution was unsatisfactory.						
I am satisfied with the overall complaint/request/inquiry-handling process.						

Please share any additional suggestions to help us improve our services:

I hereby declare that the information provided is true and correct to the best of my knowledge.

Signature: _____

Date: _____

Thank you for taking the time to share your feedback. Your opinion is valuable in helping us improve our services and ensure the protection of financial consumers.