



RURAL BANKERS ASSOCIATION OF THE PHILIPPINES

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TO: All Rural Bank Members

RE: **Escalation Procedure on General Examination Concerns**

Dear RBAP Members,

In the last Bank Supervision Policy Committee (BSPC) meeting with the Bangko Sentral ng Pilipinas (BSP), some clarifications had been made regarding the escalation procedure on general examination concerns and the use of the hotline email address of Deputy Governor Nestor Espenilla Jr. (ODGSES-RB@bsp.gov.ph).

The BSP explained that under their new protocol:

1. The bank management is given five (5) days to reply/provide further comments after the exit conference; and
2. After ten (10) days, the Examiner-In-Charge is required to “write-back” the bank management concerned regarding the evaluation of the reply.

Should there still be any quality issues that has not been addressed after the “write-back” period, DG Espenilla said rural banks can use the hotline email address to send complaints but are limited only those that involve the manner/conduct of examination.

For any clarifications regarding the new protocol, kindly email us at info@rbap.org or at kristine_rbap@yahoo.com.

Thank you very much.

Very truly yours,


ATTY. EDWARD LEANDRO Z. GARCIA, JR.
President