



## Bankers Institute of the Philippines, Inc. (BAIPHIL)

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### Bankers Institute of the Philippines, Inc. (BAIPHIL)

cordially invites you to the Seminar on:

## **Financial Consumer Protection Framework (BSP Cir. No. 1048); and Guidelines on the Establishment and Operations of Credit Card Issuers to Implement RA 10870 or the Philippine Credit Card Industry Regulations Law (BSP Cir. No. 1003)**

#### Speakers from:

**Financial Consumer Protection Department**  
Bangko Sentral ng Pilipinas

#### Course Outline:

1. Financial Consumer Protection
2. The BSP Financial Consumer Protection Framework
  - a. 5 Standards of Conduct
3. BSP Consumer Assistance Mechanism
  - a. Process
  - b. Complaints Data
4. Highlights of Republic Act No. 10870

#### Schedule:

**September 30, 2019 (Monday); 1:30 P.M. to 5:00 P.M.**

#### Venue:

**Dusit Thani Manila, Ayala Center, Makati City.**





## Registration Dues:

**Php2,250.00 / participant for Member Banks**

**Php2,500.00 / participant for Non-Member Banks**

(Inclusive of PM Snacks, Certificate of Attendance and materials)

## Payment Options:

- Deposit thru our Bank Account:

Account Name: Bankers Institute of the Philippines, Inc.

Name of Bank : Bank of Commerce – Dela Costa/Alfaro Rd.. Br.

Acct. No. : 101-00-004876-4

Please fax or email the deposit slip and indicate the name of your bank, participants and seminar to be attended

- Bring Check Payment on the day of Seminar. (Check payable to Bankers Institute of the Philippines, Inc. or BAIPHIL)
- Deliver check payment to BAIPHIL Office at Unit 2103, 21<sup>st</sup> Floor, The Peak Tower, #107 L.P. Leviste Street, Salcedo Village, Makati City.

Payment should be made on or before the seminar date payable to Bankers Institute of the Philippines, Inc. (BAIPHIL). NO PAYMENT IN CASH DURING THE SEMINAR DAY.

For inquiries, please call the BAIPHIL Secretariat at (02) 853-4457 or 519-2433.

Registration form may be reproduced, and fax at no. (02) 853-0889 or e-mail at: [training@baiphil.org](mailto:training@baiphil.org)

## Cancellation Guidelines:

**Deadline of Submission of Registration** is September 23, 2019 (Monday)

BAIPHIL reserves the right to cancel programs due to low turn-out of registration, illness of resource speaker, inclement weather or unforeseen events. As such, participants to the program or their HR representatives will be advised either through e-mail or by phone, at least five working days prior to the learning event otherwise same shall be billed accordingly.

BAIPHIL is responsible only for the full refund of the registration fee but not for the transportation expense of the participants who have booked their travel in advance.

Should a participant decide to cancel his/her registration, he/she may opt for a refund or transfer his/her participation in the program to another colleague by sending in writing his cancellation or transfer notice to BAIPHIL. A 100% refund or transfer will be made if the advice is received within five working days before the seminar run.