

Consumer Protection Manual (CPM)

Robinson's Supermarket Corporation

Issue Date : January 21, 2020
Date Effective : February 15, 2020

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SECRETARY'S CERTIFICATE

KNOW ALL MEN BY THESE PRESENTS:

I, **ATTY. GILBERT S. MILLADO, JR.**, of legal age, Filipino, and with office address at 4TH Floor, Robinsons Retail Building, 110 E. Rodriguez Jr. Avenue, Bagumbayan, Quezon City, after having been duly sworn to in accordance with law, hereby depose and state:

That I am the current and duly appointed Corporate Secretary of **ROBINSON'S SUPERMARKET CORPORATION**, a corporation duly organized and existing under the laws of the Philippines, with office address at 110 E. Rodriguez, Jr., Avenue, Bagumbayan, Quezon City.


That as such Corporate Secretary, I am the custodian of the corporate records of **ROBINSON'S SUPERMARKET CORPORATION**, including the minutes of its Board of Directors meetings.

That based on available records, at a meeting of the Board of Directors held on JAN 27 2020 during which a quorum was present and acting throughout, the following resolution was unanimously adopted:


"RESOLVED, that the Board of Directors of **ROBINSON'S SUPERMARKET CORPORATION – DEPARTMENT STORE DIVISION** (the "Corporation"), confirms, as it hereby confirms, the following:

1. Approval of the Consumer Protection Manual (CPM) of the Corporation;
2. Approval of official Customer Feedback Form to be used in the Corporation's stores/branches

I hereby certify that this resolution is still in full force and has not been revoked, terminated or otherwise cancelled.


GILBERT S. MILLADO, JR.
Corporate Secretary

Attested by:


ROBINA Y. GOKONGWEI-PE
President & CEO, Director

REPUBLIC OF THE PHILIPPINES)
CITY OF **QUEZON CITY**) S.S

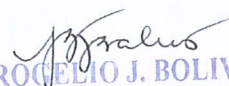
Before me, a notary public in the city named above, personally appeared:

NAME	Competent Proof of Identity	PLACE/DATE ISSUED
Gilbert S. Millado, Jr.	IBP ID with Roll No. 45039	

Who was identified by me through competent evidence of identity to be the same person described in the foregoing instrument, and who signed the instrument in my presence, and who took an oath before me as to such instrument.

Witness my hand and seal this _____ day of 24 JAN 2020 2020.

Doc. No. 303;
Page No. 02;
Book No. 14;
Series of 2020.


ATTY. ROGELIO J. BOLIVAR
NOTARY PUBLIC IN QUEZON CITY

AM Adm. Not. Com. No. 1P-124-1-12-10 until 12-31-2020
IBP O.R. No. 051255 Jan. 2019 & IBP O.R. No. 055256 Jan. 2020
IBP O.R. No. 3339134 C-1-3-2020 / Roll No. 33832 / TIN# 129-071-000
IBP No. 041001563 valid from 12/16/19 Valid until 04/14/22 Quezon City
Address: 314 F. Hernandez St. Q.C.



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	Version 01	Page 1 of 22
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I. Overview

To comply with the issued BSP Circular 857 – BSP Regulations on Financial Consumer Protection emphasized on the financial consumer protection as a fundamental responsibility of all BSP Supervised Financial Institution (BSFI).

BSFIs are expected to observe Consumer Protection Standards governed by its basic values and ethical business practices in all dealings with customers with financial transactions.

II. Objective

Robinson's Supermarket Corporation - Department Store Division (RSC-DSD), is a retail format that has Money Services Business which aims to have a straightforward & fair exposition of all its products & services. Further, it aims to maintain the interest and rights of all its customers by providing protective measures from any unethical malpractice, exploitations and unfair trade practices within or outside the institution. The company is also improving the existing Customer Service by incorporating the minimum standards on consumer protection that is appropriate to our industry, operations and risk profile.

III. Responsibilities

a. Remittance Sub-Agents

- i. As business partner and Sub-Agent, RSC-DSD is expected to incorporate the existing policies on consumer protection with Foreign Currency Exchange and Remittance partners. This includes update, addendum & other related procedures.

b. RSC-DSD's Forex and Remittance Operations

- i. To conduct Information drive to its customers regarding fraud and other related financial awareness programs.
- ii. To provide trainings programs to improve the highest degree of professionalism and skills of all employees in the performance of their duties & responsibilities.
- iii. Continuously review & assess existing policies and propose updates if needed.

c. Compliance & Operations Units

- i. Shall be responsible for the proper implementation, interpretation, updates & dissemination of the day-to-day consumer protection policies and procedures duly approved by the Senior Management.
- ii. Consumer Protection Program shall be part of the over-all compliance system to ensure adherence to the rules and regulation set by BSP, SEC, DTI and other regulating agencies.

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- d. Internal Audit
 - i. Check & review the Consumer Protection Practices periodically
- e. Senior Management
 - i. To approve and oversee the implementation of Customer Protection Policy and its implementation toward the entire Department Store's products and services.
 - ii. Assign committee that will review and evaluate customer policy periodically.

IV. Consumer Protection Standards

RSC-DSD must ensure that customers will have a reasonable understanding of the products and services which they may avail. Its full disclosure and transparency will empower customers to have an accurate financial decision. It shall further provide ready access on information such as fee matrix, terms and conditions as well as the benefits and the risk involved.

- a. Disclosure & Transparency
 - i. Advertising and Promotional Materials

Must ensure that all marketing materials are easily readable and understandable by the general public. It will have an accurate, updated and clear information about the products and services, including their corresponding fees and charges.

- ii. Terms and Condition

The contents and mechanics must be fully disclosed and explained to the customer before initiating a transaction. A written copy of Terms and Conditions must always available to the customer.

- b. Protection of Customer Information
 - i. Confidentiality and Security of Information
 1. To have guidelines in order to safeguard customer's personal information which includes gathering, processing, use, distribution, storage and eventual disposal of client information. The policy will ensure that sanction for such violations are implemented and strictly enforced.
 2. To have an adequate system that is able to protect vital information against unauthorized access or other security threats.

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ii. Sharing of Customer Information

1. Must obtain signed customer's consent that will allow RSC-DSD to view, access and use customer personal information, subject to the provision set by the BSP on Customer due diligence, identification policy and its mandate on the ongoing monitoring of customer's transaction and its patterns.

c. Fair Treatment

i. Pricing of Product & Services

1. To ensure that RSC-DSD offers a market-based price
2. Schedule of fees will be posted to all premises at all times
3. Disclosure of product coverage, charges & its mechanics that will be stated on the Terms and Conditions
4. Proof of Transaction will be provided for every transaction.

d. Financial Education & Awareness

i. Availability of list of services in the website.

1. This information tool will help customers to avoid interaction / entertaining unauthorized person with regard to their transactions.

ii. Protection on various frauds

1. To take action by helping customer protect his/her personal and financial information.
2. To provide fraud prevention tips, recognize common scams that will protect the remittance transactions.

iii. In-Store Advertising Media

1. Posters of services and other related promotion that will help or enhance customer awareness on products, Money Remittance and Foreign Exchange services of RSC-DSD.

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V. Guidelines & Procedure on Customer complaint handling

a. Customers may lodge their complaints/concerns through the following means:

i. Walk-in

1. Customer may fill out Standard Customer Complaint form and submit to the Manager or Supervisor. He/she must ensure that all details are complete.
2. Branch Manager or Supervisor will validate such complaint. If the complaint can be resolved immediately, explain to the customer the resolution of the complaint.
3. QR Code linked to Customer Feedback Form, see Annex E.



ii. Email

- a) Any concerns/ complaints on Robinsons Department Store's products and services may be sent to email address: info@rds.com.ph. See Annex G.
- b) Customer may send complaint/concerns for Robinsons Business Center services like bills payment, Foreign Remittance, Gift Check and Money Remittance can be directly sent to E-mail address: BusinessCenter@robinsonsbusinesscenter.com.ph.

iii. Website

- a) Customer Feedback Form, see Annex E.
- b) *CONTACT US* through Robinsons Department Store's website, see Annex G. <http://www.robinsonsddepartmentstore.com.ph/contact-us>. Digital Marketing team to send out the queries/complaints to concerned department/s.

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iv. Facebook

- a) Robinsons Department Store:
<https://www.facebook.com/robinsonsddepartmentstore/>
- b) Robinsons Business Center: <https://www.facebook.com/Robinsons-Business-Center-629969263682497/>

v. Phone

Customer may also call Consumer Protection Hotline, following the guide below:

Telephone No.	Time	Regular working Day	Weekend & Holidays
Customer Support (02) 86350751-52 Department Store: Local 365 Business Center: Local 264	9:00 AM to 7:30 PM	Yes	No

Note:

- Complaints will be categorized as simple or complex
- All complaint must be acknowledged within two (2) days upon receipt.
- All complaint received will be evaluated and handled based on the gravity of concerns.
- Prime objective is to resolve all complaint upon receipt immediately, if it cannot, explain to the customer the following timeline

Timeline

	Simple	Complex
Acknowledgement	Within 2 days	Within 2 days
Processing (assessment, evaluation to resolution)	Within 7 days	Within 45 days
Advise of result	Within 9 days	Within 47 days

- No of days will be counted from receipt of complaint.
- This also applies to complaints received via telephone or e-mail
- (See Annex B and C for the guidelines on filling up customer feedback form)

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b. Representatives & Roles

i. Customer Service Representative (for walk-in / store's phone)

1. Responsible for the assessment of the complaint received.
2. Documenting in excel file in order to acquire Customer Feedback Form Reference Number (CFF) Reference No.
3. To resolve customer concern if possible, otherwise for immediate endorsement to Store Manager or Supervisor.
4. Responsible in updating, safekeeping & scanning of all filed customer complaints subject to rules of file maintenance and its retention.

ii. Customer Assistance (E-mail/Digital Feedback Form/QRCode/Website's "Contact us"). Please see Annex F.

1. Robinsons Department Store Marketing Digital team to acknowledge receipt of complaints.
2. Responsible in recording in Customer Assistance Record in excel file in order to acquire Customer Feedback Form Reference Number (CFF No.) for monitoring until completely resolved.
3. Respond to customer complaints via E-mail/phone, making sure they are documented by encoding for proper handling.
4. Initially evaluate and perform necessary corrective actions based on the nature of the complaints subject to the approval of officer.
5. Endorse to the concerned person / department.
6. Responsible for the maintenance & retention of all customer complaint records. (E-mail/Phone)

iii. Customer Assistance Officer

1. Further evaluate and approve recommendations.
2. Evaluate and analyze complaint pattern and recommend solution to avoid recurrence
3. Shall monitor and evaluate customer complaints handling process and documentations.
4. Submit consolidated customer complaint report to RDS' Mancom, for further submission to BSP on quarterly basis, through Business Center Compliance Officer.



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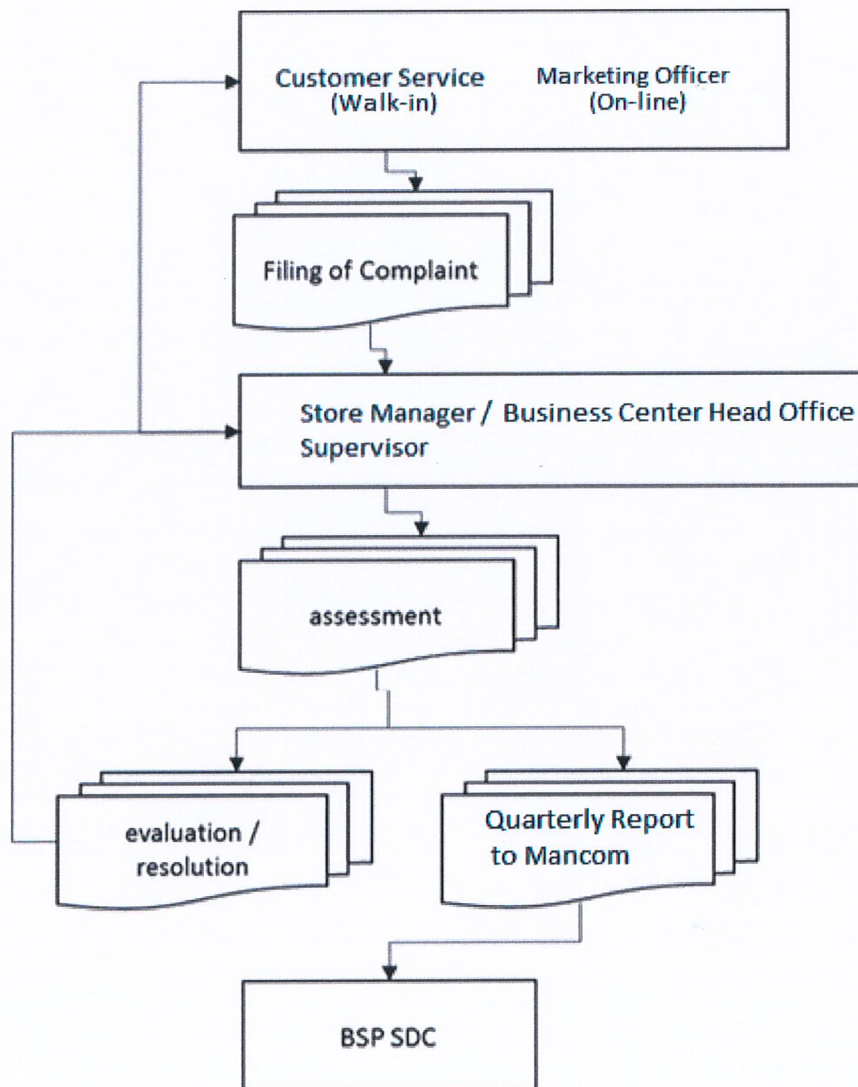
c. Forms & Reports

Submission of Monthly Customer Assistance Record with corresponding updates and action taken.

d. Complaint Recording and Management

All records (Original and Softcopy) pertaining to the complaint must be kept within a period of two (2) years from the date of resolution.

e. Flow Chart



[Handwritten signature]

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f. Customer Feedback

As part of our continuing effort to provide high quality service to our customers, Robinsons Department Store and Business Center Operations Managers will be collecting Customer's Feedback to provide the management an oversight through Mancom, to determine areas that needs more improvement.

These may be obtained through a Feedback Form available for walk-in customers and thru the store's website, subject to their willingness to comply.

(See Annex B and C for Customer feedback form)

VI. Guidelines in Filling out the Customer Feedback Form

The Customer Feedback Form shall serve as Record and Acknowledgement Receipt of complaints/concerns from the customers.

- a. All required customer information, transaction details and complaint details must be obtained and recorded on the form.
- b. Each form will have a unique Reference Number once encoded in excel file's Customer Feedback Form (CFF) following the prescribed:
 1. Branch/Unit Code:
 2. Year:
 3. Sequence No.
- c. The customer copy must be cut and given to customer for his/her reference.
- d. A copy must be filed per store for future our reference.
- e. If the complaint was received after regular office hours or during holidays (thru phone/email), acknowledgement shall be on the next regular working day.

Customer has the option to report complaint through the branch or directly to Robinsons Department Store website.

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VII. Fraud Prevention Guidelines

A. Fraud Prevention Tips (Sending of Remittance)

There may be several circumstances that may convince customer to send money to the fraudster/scammer. Please take time to read and analyze for your information and guidance.

1. Remind the customer
 - a. Avoid sending money to stranger or anyone you do not know or unverified company/group legitimacy
 - b. Be wary on get-rich-quick schemes.
 - c. Be aware on purchasing products or services online
 - d. Be cautious about sending money to friends and family until you have verified their identity and confirmed that the request is legitimate
2. Notify the customer of possible scam, below are samples:
 - a. Advance Fee/Employment/Prepayment Scam
 - b. Telling the victim to send money in advance prior to receiving a certain product or service. The victim may also ask to send a minimal fee in order to process, avail or grant a certain application such, as loan, employment, etc.
 - c. Emergency Scam
 - d. The victim received a call, email, SMS, message on social media and persuade victim to send money for an urgent situation (bail, fines, medical expenses etc.)
 - e. Ransom Ware Scam
 - f. The victim unknowingly downloaded a type of malicious software that is design to block access to operating system and storage device until payment was made.
 - g. Online Purchase Scam
 - h. The scammer will post a fake product on social media or other trade sites where the intention is to collect advance/full payment from its victim prior to the delivery of product.
 - i. Lottery/Sweepstakes Scam
 - j. The victim received a call, email, SMS, message on social media that he/she have won a lottery or sweepstakes. Thus, the victim will be required to pay a fee prior to receipt of the price and avoid taxes or additional fees.
 - k. Charity Scam

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- l. The victim received a call, email, SMS, message on social media asking for donations to a charitable organization. Scammers may register fraud organization almost identical to the original.
- m. Online Dating Scam
- n. Usually occurred in social media where scammers created a fake profile account with the intention to build online relationship to its potential victims which later on requested to send money for whatever reason.

B. Fraud Prevention Tips (Remittance Pay Out Transaction)

There are signs that can identify customers who may be claiming cash from a fraudulent transaction. Tellers are expected to pay attention on the behavior or transaction patterns of their customers.

1. Business Center Agents to observe

Potential Behavioral Indicators

- a. Customer exhibiting suspicious behavior, such as loitering or nervousness, failing to make eye contact, checking phone for directives, scoping out the area.
- b. Multiple individuals entering location and only one-person transacting (often the others will loiter near the door)
- c. Customer who appear confused, are Unfamiliar with how to receive Money Remittance, or following the directions of someone on their phone as they transact.

Potential Transaction-Related Indicators

- d. Customer who receive unusual number of transactions in a short period of time.
- e. Customer who receive multiple transactions from multiple senders with no apparent family relationship.
- f. Customer who claim transactions under different names or spelling variations.
- g. Customer who claim transactions from different cities or provinces.



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2. Whenever identification is required by local law or Internal policy, Business Center Agent must refuse cash pay-out when:
 - a. No Identification Card (ID) is provided by customer did not able to provide details related to Remittance transaction like Transaction Code or Remittance amount.
 - b. The ID presented is not original or expired (no photocopies should be accepted)
 - c. The ID presented appears falsified or fictitious

Notes:

- Business Center Agent are expected to strictly follow the Pay-out procedures
- Closely examine the customer's identification document and ensure that its details match what is in the system. (see Annex A for the list of acceptable ID's)
- Ask client to remove ID from wallet to be closely examined.
- Scrutiny should always be given to the Receiver's identification to verify its authenticity and to ensure that the picture on the ID resembles the customer requesting for cash pay-out
- If Robinsons Department Store Business Center Agent notice any of the potential consumer fraud indicators previously mentioned and suspects that the receiver may be picking up a fraudulent induced transaction, the Robinsons Department Store Business Center Agent may perform the following:
 - Ask for additional ID's
 - Ask "Open-Ended KYC" questions with the purpose of making customer think about their responses. Pay attention not only on the answer but also to customer's behavior.
 - If he/she suspects that a transaction is related to fraud, Robinsons Department Store Business Center Agent may refuse to pay-out the transaction and inform the customer that the transaction is currently not available. Business Center Agent may call Business Center Operations Manager (Business Center Head Office) for assistance.

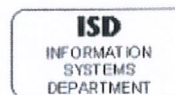


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VIII. Internal Procedure in Handling Person with Disability Discounts



ROBINSONS RETAIL GROUP



DATE : JULY 29, 2010
TO : STORE OPERATIONS
FROM : BUSINESS SYSTEMS GROUP
SUBJECT : PERSON WITH DISABILITY SPECIAL DISCOUNT
FOR : ROBINSONS DEPARTMENT STORE

Attached is the final draft of the BSP on **Person with Disability Special Discount**. This BSP establishes the policies and procedures in handling special discount for persons with disabilities in compliance with Section 32 (j) of Republic Act No. 9442 and Section 6.9 of its Implementing Rules and Regulations, otherwise known as the Magna Carta for Disabled Persons and for Other Purposes.

The Magna Carta for Disabled Persons and for Other Purposes covers the guidelines on granting special discounts for persons with disabilities on the purchase of basic necessities and prime commodities, based on the guidelines issued by the Department of Trade and Industry (DTI) and Department of Agriculture (DA).


ROSELYN DE TORRES / MA. ROWENA STA. CLARA


AUG 26 2010
DONG ZAPATA


HOPE TANG


THELMA ROXAS


JOHNSON GO

Approved by:


ROBINA Y. GOKONGWEI-PE





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IX. Approved Consumer Protection Manual for Merchandise Returns that disseminated to stores via email and READ portal.



DATE : May 4, 2012
TO : STORE OPERATIONS
FROM : BUSINESS SYSTEMS GROUP
SUBJECT : **REVISION 002 OF THE BSP ON WHAT DO I DO IF A CUSTOMER RETURNS THE MERCHANDISE PURCHASED?**
FOR : ROBINSONS DEPARTMENT STORE (RDS)

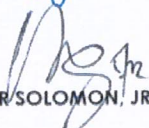
Attached is the approved **Revision 002 of the BSP on What Do I Do if a Customer Returns the Merchandise Purchased?** This covers the policies and procedures from the time the merchandise is returned by the customer either for exchange or refund up to the time the redeemed Merchandise Return Vouchers (MRVs) are submitted by the Cashier to the Cashiering Supervisor – Admin (CSA) for checking and monitoring.

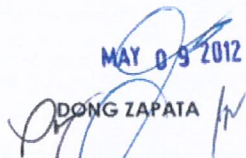
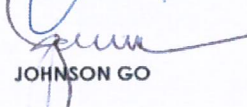
This supersedes the document entitled "Merchandise Return and Exchange – Rev. 001", BSP-RDS-5.9.15, with released date May 16, 2002. Revision was made due to the use of MRV as replacement on the manual Merchandise Return and Exchange Slip (MRES).

This BSP will be implemented to all branches of **Robinsons Department Store (RDS)** effective **June 16, 2012**.


LESLEY ANN ARBAN / MA. ROWENA STA. CLARA


KATHRYN LIM

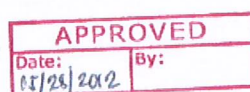

CESAR SOLOMON, JR.



MAY 09 2012
DONG ZAPATA

JOHNSON GO

Approved by:



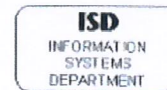
ROBINA Y. GOKONGWEI – PE






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X. Approved Consumer Protection Manual for Discounts for Senior Citizen that disseminated to stores via email and READ portal.

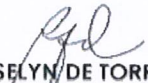


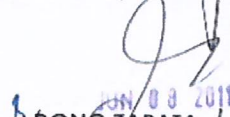
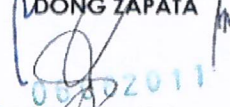
DATE : MAY 26, 2011
TO : STORE OPERATIONS
FROM : BUSINESS SYSTEMS GROUP
SUBJECT : **BSP ON WHAT ARE THE REQUIREMENTS FOR GRANTING DISCOUNT TO SENIOR CITIZEN?**
FOR : ROBINSONS DEPARTMENT STORE


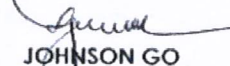
Attached is the approved **BSP on What are Requirements for Granting Discount to Senior Citizen?** This BSP covers the policies on the requirements for granting discount to Senior Citizen.

This is Part 2 of a 3-part BSP on Senior Citizen's Discount.


This is applicable to **all branches of Robinsons Department Store (RDS).**

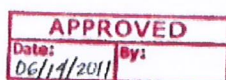

ROSELYN DE TORRES / MA. ROWENA STA. CLARA


DONG ZAPATA

RHODORA DAKANAY


CESAR SOLOMON, JR.

JOHNSON GO

Approved by:


ROBINA Y. GOKONGWEI-PE






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XI. Other Robinsons Department Store's Services for Customers

With approved procedures that are accessible though READ @ Robinsons:

<http://10.88.93.47:8085/read/>

- Repair of Luggage
- Hemming, Tailoring and Alteration, Repair Services
- Handling of Unclaimed Packages and Merchandise for Repair
- Handling of Unclaimed Parts of a Set
- Claiming of Prizes
- Handling of Lost and Claim Tags - Rev 001
- Verification of Documents upon Receipt of Merchandise
- Giftwrapping Services for Christmas Season
- Handling of Official Receipts
- Reporting of Lost or Stolen Shop Card
- What are the Merchandise Covered by the Senior Citizen's Discount?
- How Do I Validate Mutilated Gift Certificate?




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XII. ANNEXES

ANNEX A: LIST OF ACCEPTABLE IDs

Filipino Individual

- PhilSys
- Passport
- Driver's License
- Professional Regulation Commission (PRC)
- Integrated Bar of the Philippines ID
- National Bureau of Investigation (NBI) Clearance (Electronic)
- Police Clearance Certificate (Electronic)
- Postal ID (digitized card)
- Voter's ID
- Government Service Insurance System (GSIS) e-Card
- Social Security System (digitized card)
- Senior Citizen Card
- Overseas Filipino Worker (OFW) ID
- Overseas Workers Welfare Administration (OWWA) ID*
- Seaman's Book
- Alien Certificate of Registration
- License to own and carry firearms issued by the Philippine National Police
- Company IDs issued by private entities or institutions registered with or supervised or regulated either by the BSP, SEC or IC (digitized card, not all)
- Student ID duly signed by principal (for minor only)
- Government Office and GOCC ID, (not all), may accept Armed Forces of the Philippines (AFP ID),
- Maritime Industry Authority (MARINA) ID
- Barangay Certification
- Certification from the National Council for the Welfare of Disabled Persons (NCWDP)
- Department of Social Welfare and Development (DSWD) Certification
- Philhealth ID (digitized card)
- (BIR TIN ID (digitized card)
- Unified Multi-Purpose ID
- Philippine System ID (once available)

Foreign Individual

- b. Alien Certification of Registration Card (ACR Card)
- c. Valid Passport book (with English translation)

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ANNEX B: CUSTOMER FEEDBACK FORM c/o Store

Store's copy


Let us know what you think! We would like to know how we may give you the best service.		
Customer Feedback Form		
Store's Copy		
Robinsons Department Store branch:	Date:	
Customer Name:	Contact Number:	
Email Address:		
May we contact you for our upcoming promos and in-store events? <input type="checkbox"/> Yes / <input type="checkbox"/> No		
<input type="checkbox"/> Commendation <input type="checkbox"/> Inquiry <input type="checkbox"/> Suggestion <input type="checkbox"/> Request <input type="checkbox"/> Complaint		
Customer's comment / suggestion: <div style="border: 1px solid black; height: 60px; margin-top: 5px;"></div>		
By signing this form, I agree that: <ul style="list-style-type: none"> The information provided in this form is true, complete and accurate. Response to this form shall be based on the information that I have provided. I authorize Robinson's Supermarket Corporation (RSC) - Department Store Division to proceed with the necessary investigation of the concern as indicated in this form. I authorize RSC - Department Store Division to disclose to third parties any and all information I have provided above and consent to the use of such information by RSC - Department Store Division or third party in connection with the transaction or any related investigation related. I agree to Robinsons Department Store's Privacy Notice and Policy as posted in its website and hereby give my consent to the collection and processing of my personal data in accordance thereto. 		
		Customer's Printed Name & Signature
<i>(To be filled out by Store Officer)</i>		
Customer Feedback Form (CFF) Reference #.	Received by: (Complete name & signature of Store Officer)	
Action taken:		
Date solved:	Date updated the customer, (if necessary):	
		

[Handwritten signature]

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ANNEX C: CUSTOMER FEEDBACK FORM's Acknowledgement Copy:

Customer's copy





Customer Feedback Form

Customer's Copy

Robinsons Department Store branch:	Date:
Customer Name:	CFF Reference #:
Received by: (Complete name of Store Officer)	
Signature of Store Officer	Designation:

You may also reach us via email at info@rds.com.ph or call us at (02) 86350751-52. Thank you!

ANNEX D: MONITORING OF WALK-IN CUSTOMER SATISFACTION SURVEY

Robinsons Department Store branch	Timestamp	Name	Contact Number	Email Address	May we contact you for our upcoming in-store promos and events?	Comments / Suggestion	Customer Feedback Reference Number	Action Taken	handled by: (RDS Officer)	Date resolved	Date updated the customer
Robinsons Department Store Imus	2019/07/05 11:54:10 AM GMT+8				No	Yes	Competent Cashier or Business Center Agent service				
Robinsons Department Store Iloilo	2019/07/05 11:56:20 AM GMT+8	Dory	1E+10			No		Other/additional concern	Yes		



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ANNEX E: ONLINE RDS CUSTOMER SATISFACTION SURVEY thru QR Code

ANNEX F: MONITORING OF ONLINE CUSTOMER SATISFACTION SURVEY c/o Head Office

Timestamp	Select Robinsons Department Store branch	Are you satisfied with our service?	What made you happy?	May we contact you for our upcoming in-store promos and events?	What made you unhappy?	May we contact you to assist you with your concern?	Name	Contact Number	Email Address	Other/ additional concern	Action Taken	handled by: (RDS Officer)	Date resolved
2019/07/05 11:56:20 AM GMT+8	Robinsons Department Store Iloilo	No			Other/additional concern	Yes	Dory	09988465804		My credit card payment last week is not yet posted as of today.			

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ANNEX G: *CONTACT US* THROUGH ROBINSONS DEPARTMENT STORE'S WEBSITE
<http://www.robinsonsdepartmentstore.com.ph/contact-us>

Robinsons
Department Store

SHOP ONLINE | SPECIALS | **CONTACT US** | STORE LOCATOR | ROBINSONS BUSINESS CENTER

BE THE FIRST TO KNOW ABOUT PROMOTIONS AND UPDATES. SIGN UP NOW


CONTACT US
Head Office
Robinsons Department Store
110 E. Rodriguez Jr. Avenue,
Bagumbayan, Quezon City, Philippines

Fill out and submit the form below and we'll get back to you shortly.

Name **Phone**

Email **Subject**

Message

☐ I'm not a robot  reCAPTCHA
[Privacy](#) - [Terms](#)

Let us know what you think!

We would like to know how we may give you the best service.



Customer Feedback Form

Store's Copy

Robinsons Department Store branch:

Date:

Customer Name:

Contact Number:

Email Address:

May we contact you for our upcoming promos and in-store events? ☐ Yes / ☐ No

☐ Commendation ☐ Inquiry ☐ Suggestion ☐ Request ☐ Complaint

Customer's comment / suggestion:

By signing this form, I agree that:

- The information provided in this form is true, complete and accurate. Response to this form shall be based on the information that I have provided.
- I authorize Robinson's Supermarket Corporation (RSC) to proceed with the necessary investigation of the concern as indicated in this form.
- I authorize RSC to disclose to third parties any and all information I have provided above and consent to the use of such information by RSC or third party in connection with the transaction or any related investigation related.
- I agree to Robinsons Department Store's Privacy Notice and Policy as posted in its website and hereby give my consent to the collection and processing of my personal data in accordance thereto.

Customer's Printed Name & Signature

(To be filled out by Store Officer)

Customer Feedback Form (CFF) Reference #.

Received by: (Complete name & signature of Store Officer)

Action taken:

Date solved:

Date updated the customer, (if necessary):



Customer Feedback Form

Customer's Copy

Robinsons Department Store branch:

Date:

Customer Name:

CFF Reference #:

Received by: (Complete name of Store Officer)

Signature of Store Officer

Designation:

You may also reach us via email at info@rds.com.ph or call us at (02) 86350751-52. Thank you!

A handwritten signature in blue ink, located at the bottom right of the page.