



SUPPORT SERVICES GROUP
Corporate Planning Department

MEMORANDUM

March 1, 2021

FOR : THE CHAIRMAN AND CHIEF EXECUTIVE OFFICER ✓

THRU : THE ASSISTANT VICE PRESIDENT, CCD ✓
THE ASSISTANT VICE PRESIDENT, SSD ✓
THE ASSISTANT VICE PRESIDENT, IVD ✓
THE ASSISTANT VICE PRESIDENT, CMED ✓

FROM : THE OFFICER-IN-CHARGE

SUBJECT : IMPLEMENTING RULES AND GUIDELINES FOR
CUSTOMER FEEDBACK MANAGEMENT

BACKGROUND:

1. Customer Feedback Management is a vital part of Quality Management System (QMS) which provides for a process of collecting customers' feedback to achieve customer satisfaction and ensure continual improvements in the organization.
2. The current process relies on two (2) sub-processes separately addressing:
 - a. Feedback received thru PAGCOR portal
 - b. All other feedbacks sent thru emails, accomplished feedback forms, letters and other means of communication
3. The current process has the following limitations:
 - a. The automation of handling feedback thru the portal presents challenges in tracing "action taken".
 - b. The process owner or feedback recipient cannot validate the report output of the automated process, hence the absence of accountability for said report.
 - c. The report formats for the manual and automated processes are not the same.
4. The Corporate Communications Department (CCD), which manages the automated process, had been proposing solutions to effectively address its limitations. However, it is deemed that the needed automation tool can be better sourced from the capabilities of the impending upgrade of our Information Technology systems.

5. Considering the manageable quantity of feedbacks we have been receiving, a manual process can also meet our requirements for accountability and effective control and monitoring of feedback responses.
6. The Corporate Planning Department (CPD) initiated the formulation of the Implementing Rules and Guidelines (IRG) for said manual process.
7. In a Zoom meeting held last December 15, 2020, CPD presented a draft of the IRG to the heads/representatives of concerned departments and branches/SOGs.
8. After resolving and integrating into the draft comments/suggestions raised in said meeting and those conveyed through written communications, CPD sought the concurrence of the concerned departments and branches/SOGs in a memo dated January 27, 2021.

The draft IRG is found to be in order.

RECOMMENDATION:

Foregoing considered, may we ^{recommend} request approval of the Board of Directors of the hereto attached **Implementing Rules and Guidelines** for manual customer feedback management.

ACTION REQUESTED:

Approval of the Board of Directors.

Thank you.


ANGELITO T. REYTA


Noted by:


ELMER B. QUINTANA
Vice President, Support Services Group

STRICTLY CONFIDENTIAL: FOR INTERNAL
COMMUNICATION PURPOSES ONLY.

CPD
THIS MATTER WAS APPROVED
BY THE BOARD OF DIRECTORS IN ITS
MEETING ON MAR 25 2021


CORPORATE SECRETARY

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CUSTOMER FEEDBACK MANAGEMENT PROCESS (CFMP)

Definition of Terms:

1. Contact Person (CP) – is the personnel/employee who received the feedback.
2. Online Contact Person (OCP) – CCD personnel in charge of transmitting to Responsible Management Unit feedbacks received thru the “Contact Us” portion of PAGCOR.PH.
3. Responsible Management Unit (RMU) – the branch or department which is responsible for the action on and/or resolution of feedback received.
4. Feedback Lead (FL) – the personnel designated by branches/department as the one in charge of coordinating the action on/resolution of the feedback by their respective management unit (branch or department). FL should be at least officer level.
5. Feedback Manager (FM) – a senior manager of the Corporate Planning Department (CPD) who is responsible to monitor implementation of the CFMP and the preparation of the consolidation of the feedback as a requirement of ISO 9001:2015.

A. FEEDBACK CATEGORIES

Feedback shall be categorized as follows:


1. Commendation
2. Request for assistance
3. Complaint
4. Suggestion

Each feedback shall be documented/submitted by accomplishing Feedback forms (FF) which are in four (4) colors, one color corresponding to each of the category of feedback:

1. Pink - Commendation
2. Blue - Request for assistance
3. White - Complaint
4. Yellow - Suggestion

These FF shall be made available to our customers in various offices (specific locations to be designated). Drop boxes shall also be put up where accomplished FF shall be dropped.

In addition to accomplishing FFs, the following are other means or methods by which customers can give feedback to PAGCOR:

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1. EMAIL

1.1. Online Through the “Contact Us” Portion of PAGCOR.PH


- 1.1.1. If applicable, the OCP sends a templated reply to the customer – Refer to Table 1 for template replies. Otherwise, he/she shall forward the email to the FL of the RMU
- 1.1.2. Upon receipt of feedback, FL assesses if the concern belongs to his/her RMU and clicks the “accept” button if it does.
- 1.1.3. FL shall prepare the FF:
 - 1.1.3.1. Print copy of email
 - 1.1.3.2. Accomplish FF filling up only the following
 - Date
 - Control Number
 - Name of Email Sender
 - Name of employee/s, if applicable
 - 1.1.3.3. Staple FF and copy of email together

1.2. Other Emails

- 1.2.1. If the CP is not the FL, CP sends the email to the FL.
- 1.2.2. If applicable, the FL sends template reply to the customer – Refer to Table 1 for template replies.
- 1.2.3. FL shall prepare the FF:
 - 1.2.3.1. Print copy of email
 - 1.2.3.2. Accomplish FF filling up only the following
 - Date
 - Control Number (to also be written in the printed email to create a pairing of the two documents)
 - Name of Email Sender
 - Name of employee/s, if applicable
 - 1.2.3.3. Staple FF and copy of email together
- 1.3. If feedback necessitates action more than sending templated reply, processing of feedback shall commence as described in process B.
- 1.4. If the feedback is not for the receiving office, its FL shall forward the email to the FL of the office he/she deems to be the RMU for appropriate action, copy-furnished the FM for assistance in the routing of the feedback to appropriate FL. Process repeats until feedback reaches the FL of the correct RMU.

2. VERBAL FEEDBACK INCLUDING TELEPHONE CALL

- 2.1. If the CP is not the FL of the RMU or altogether not within the concerned RMU, the contact person may immediately pass the feedback to the FL of the RMU if

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doable and if the customer is willing.

2.2. If verbal feedback is passed to FL, the latter accomplishes the FF

2.3. If not passed to FL, CP shall accomplish the FF and submit the accomplished FF to the FL of the RMU.

2.4. If feedback necessitates action more than sending templated reply, processing of feedback shall commence as described in process B.

2.5. If the feedback is not for the receiving office, its FL shall forward accomplished FF to the FL of the office he/she deems to be the RMU for appropriate action, copy-furnished the FM for assistance in the routing of the feedback to appropriate RMU. Process repeats until feedback reaches correct RMU.

3. LETTER

3.1. If CP is not the FL, CP sends letter to FL.

3.2. If letter is passed to FL, FL sends template reply to the customer if applicable – Refer to Table 1.

3.3. FL shall prepare the FF

3.3.1. Accomplish FF filling up only the following:

- Date
- Control Number (to also be written in the printed letter to create a pairing of the two documents)
- Name of Letter Sender
- Subject of Feedback
- Name of Employee/s, if applicable

3.3.2. Staple FF and letter together

3.4. If feedback necessitates action more than sending templated reply, processing of feedback shall commence as described in process B.

3.5. If the feedback is not for the receiving office, its FL shall forward the letter (scanned copy to be sent through email as advance copy) to the FL of the office he/she deems to be the RMU for appropriate action, copy-furnished the FM for assistance in the routing of the feedback to appropriate RMU. Process repeats until feedback reaches correct RMU.

4. SMS AND OTHER MESSAGING APPLICATIONS


4.1. If CP is not the FL, CP forwards message to FL thru the appropriate messaging application.

4.2. If message is passed to FL, FL sends template reply to the customer if applicable – Refer to Table 1.

4.3. FL shall prepare the FF

4.3.1. Accomplish FF filling up only the following:

- Date
- Control Number

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- Name of Message Sender
- Subject of Feedback
- Name of Employee/s, if applicable

4.4. If feedback necessitates action more than sending templated reply, processing of feedback shall commence as described in process B.

4.5. If the feedback is not for the receiving office, its FL shall forward the message thru e-mail to the FL of the office he/she deems to be the RMU for appropriate action, copy-furnished the FM for assistance in the routing of the feedback to appropriate RMU. Process repeats until feedback reaches correct RMU.

These accomplished feedback forms shall be collected and processed as described below.

B. PROCESSING OF ACCOMPLISHED FEEDBACK FORMS

1. COLLECTION OF ACCOMPLISHED FFs:

1.1. In branches, the collection of FF in drop boxes shall be done every morning by their FL.

1.2. In corporate offices where multiple departments hold offices and have specific dropboxes, collection of accomplished FFs shall be done by their respective FLs.

1.3. FL of the SSD shall collect FF dropped in drop boxes not specific to a department/office (e.g. Executive office, Processing points, Imus Warehouse, Nayong Pilipino, etc.) and distribute them to the RMUs.

1.4. If the feedback is not for the receiving office, its FL shall forward accomplished FF to the FL of the office he/she deems to be the RMU for appropriate action. Process repeats until feedback reaches correct RMU.

2. ASSIGNMENT OF CONTROL NUMBER

2.1. In accomplishing the FF, the FL of the RMU, shall generate a tracking number using the following naming convention:


YYBBB-FNNN

- YY - year
- BBB* - acronym of responsible management unit
- F** - feedback type
- NNN - number series

Example: 20CPD-C001; 19ANG-K123

*Refer to Table 2 for standard acronyms

- ** Commendation - K
- Request for assistance - R
- Complaint - C
- Suggestion - S

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3. RESOLVING FEEDBACKS

- 3.1. FL shall inform and copy-furnish the office of the BM or Department Head (DH) of FF and coordinate with various units of the RMU for the action on/resolution of the feedback.
- 3.2. The FL shall spearhead the formulation and/or recommendation of actions to be taken on the feedback after due consultations with all concerned offices in the RMU and seek approval of the BM/DH:
 - 3.2.1. If the feedback is a commendation, the FL sends a message of gratitude after seeking approval from the head of the RMU.
 - 3.2.2. If the feedback is a suggestion, the FL presents it to the head of the RMU for consideration.
 - 3.2.3. If the feedback is a request for assistance or complaint, the RMU immediately performs the necessary action and upon resolution, the FL sends a message to the customer through email, or if necessary, contacts him/her via telephone call.
- 3.3. Upon deciding on/taking action on and/or resolution of the feedback by the RMU, the FL shall inform the customer of the action taken (within 72 hours).
- 3.4. If action/resolution requires Corrective Action Report (CAR), FL coordinates and leads the preparation of CAR and the submission of the same to CPD.
- 3.5. CPD shall be responsible for the review and approval of the CAR.


C. MONITORING AND REPORTING

1. RESPONSIBLE MANAGEMENT UNIT

The RMU prepares the Monthly Customer Feedback Report (MCFR) (Annex A) which includes all feedbacks received (online and manual) as well as the actions taken and, if applicable, CARs. The said report is submitted to the FM on or before the 15th of each month.

The status of the feedback is as follows:

Pending Status	Status of Feedback received with no appropriate action taken or awaiting result of further evaluation.
Closed Status	All pending feedbacks which require action from customer is considered closed if no reply/action is received within seven (7) working days.
Resolved Status	<ol style="list-style-type: none"> 1. Status of feedback received with appropriate action taken and no further evaluation needed. 2. Feedback will also be considered resolved if the action taken is to subject the feedback to investigation and/or legal process with the customer informed of the same.

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	3. For feedback received involving third parties (e.g. Integrated Resorts, POGO, E-games), feedback will be considered resolved if action has been taken to inform the concerned parties of the same.
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In line with the Data Privacy Act of 2012, the confidentiality of personal information of customers should be upheld. Therefore, information contained in the MCFR should be limited to general characterization of feedback and limited information on the personalities involved.

The RMU should maintain a reasonably detailed summary of its own records/references such that it can be able to provide the said details if the need arises.

2. ONLINE CONTACT PERSON

To be used as a reference of the FM in monitoring compliance of the RMUs in managing their feedback. The OCP shall submit the Summary of Received Feedback (SRF) (Annex B) which is a monthly summary of all feedback received thru the "Contact Us" portion of PAGCOR.PH to the FM on or before the 7th of each month.

3. SENIOR MANAGER FOR INTERNAL QUALITY AUDIT DIVISION, CPD

The SM-IQAD, CPD prepares a Monthly Status Report of issued CARs and submits to the FM for recording and monitoring on or before the 15th of each month.

4. IQA TEAM LEADER/QMS REPRESENTATIVE FOR NON-CERTIFIED SITES


The IQA Team Leader/QMS representative monitors and evaluates all CARs of concerned site and updates SM-IQAD on the same.

5. FEEDBACK MANAGER

The FM shall:

- a. Collate the MCFR
- b. Check completeness of reported feedback in the MCFR against SRF
- c. Consolidate collected MCFR into the Consolidated Customer Feedback Report (Annex C)
- d. Periodically remind concerned RMUs on pending feedback

ELEVATING A FEEDBACK TO THE TOP MANAGEMENT

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The FL shall be responsible for elevating to the Audit and Risk Management Committee (ARMC), thru the Risk Management Division of the CPD, any feedback he/she deems needing actions from the top management.

The FM may also elevate a feedback to the ARMC if he/she deems necessary.

D. APPRECIATION OF PARTICULAR FEEDBACK

Particular request for assistance which is a regular business process of an office will no longer be reported as feedback as they shall be covered by the Client Satisfaction Survey in compliance with the Anti-Red Tape Authority.

E. ADDITIONAL NOTES:

1. FM shall disseminate to all offices names of designated FLs of various RMUs, including their contact details, for reference in routing of feedbacks. Said information shall be updated periodically.
2. Only OCP and FLs may categorize a feedback as spam.
3. Any request for revision of templated replies shall be submitted to CCD for its approval.

**CUSTOMER FEEDBACK MANAGEMENT PROCESS
TABLE 1 - TEMPLATED REPLIES**

SUBJECT	REPLY
<p>Training programs under PTC</p>	<p>Thank you for your message sent through our official web page.</p> <p>PAGCOR Training Center (PTC) offers Casino Dealing training and Slot Machine Technician's training for individuals who aspire to become professionals in the Gaming industry. Please call our trunkline below for more information.</p> <p>PAGCOR Main Corporate Office IMET BPO Tower, CBP-1A Metropolitan Park, Roxas Boulevard, Pasay City, Philippines 1300</p> <p>+632 7755-3199 7755-3299 7755-3899 loc. 4050 to 52 4093 to 94</p>
<p>Request for information</p>	<p>All our public information can be found at our official PAGCOR website, http://www.pagcor.ph However, if you are unable to find the data you need, send us an email to our Corporate Communications Department at pagcor.pr@gmail.com</p> <p>Be sure to include a cover letter addressed to:</p> <p>MME. ANDREA D. DOMINGO</p> <p>Chairman and CEO Philippine Amusement and Gaming Corporation</p> <p>Attn:CARMELITA V. VALDEZ</p> <p>Assistant Vice President Corporate Communications Department</p> <p>PAGCOR Corporate Office Annex Carmen Building, 1105 United Nations Ave cor. Ma. Orosa Streets Ermita Manila Philippines 1000</p>

	<p>+632 7755-3699 7755-3799 loc. 2505.</p> <p>Also include all the necessary attachments (list of questions, list of data needed, corporate profile, etc.) relevant to your letter. Note that all requests for information are subject to our management's approval.</p>
<p>On-the-job training program</p>	<p>Our HRDD Recruitment team accepts applicants for OJT depending on the requirements of our agency's various corporate departments.</p> <p>Interested applicants may proceed at</p> <p>The Recruitment Section - Human Resource Operations Dept.</p> <p>PAGCOR Main Corporate Office IMET BPO Tower, CBP-1A Metropolitan Park, Roxas Boulevard, Pasay City, Philippines 1300</p> <p>+632 7755-3199 7755-3299 7755-3899. From Monday to Friday, from 10 am to 5 pm. Please bring your resume with recent colored 2x2 and a letter of endorsement from your school to:</p> <p>Please note that our OJT program offers exposure to clerical work only.</p>
<p>Job opening and work opportunities</p>	<p>Thank you for your message sent through our official web page.</p> <p>To All PAGCOR APPLICANTS:</p> <p>In light of Proclamation 922 signed by His Excellency President Rodrigo R. Duterte declaring a state of public health emergency throughout the country amid the worsening coronavirus (COVID-19) scare, and as a precautionary measure against its spread and possible transmission, we are temporarily suspending acceptance of all walk-in applicants.</p> <p>Applicants can send/drop their</p>

	<p>resume/curriculum vitae to the following:</p> <ol style="list-style-type: none"> 1. Official e-mail address recruitment@pagcor.ph 2. Dropbox located at the lobby of PAGCOR Main Corporate Office, IMET BPO Tower, CBP-1A, Metropolitan Park, Roxas Boulevard, Pasay City <p>Should there be any queries/clarifications, please send your emails to recruitment@pagcor.ph.</p> <p>Thank you for understanding.</p> <p>Please visit our Careers page at the official PAGCOR website, https://www.pagcor.ph/pagcor-careers.php for the list of available job vacancies.</p> <p>Interested applicants may apply at the PAGCOR Main Corporate Office, IMET BPO Tower, CBP-1A Metropolitan Park, Roxas Boulevard, Pasay City, +632 7755-3199 7755-3299 7755-3899. Mondays to Fridays from 10 am to 5 pm. Please bring your resume (indicating the position applied for, educational attainment, work experience, and birth date) with recent colored 2x2 picture and the transcript of records.</p> <p>You may also email all the above to recruitment.HRDD-PAGCOR@pagcor.ph with the position applied for as the subject.</p> <p>We will advise our applicants to take our pre-employment exam if he/she is qualified in any of the posted vacancies.</p>
<p>Donation request for a civic group</p>	<p>Thank you for your message sent through our official web page. For community development assistance, please email info@pagcor.ph Be sure to include a cover letter, addressed to: MME. ANDREA D. DOMINGO Chairman and Chief Executive Officer Philippine Amusement and Gaming Corporation Attn: Mr. James Patrick R. Bondoc Vice President Corporate Social Responsibility Group Include proposal details of</p>

	<p>the project, corporate profile, and all relevant information and documents. Note that all requests are subject to evaluation. Receipt of requests is not an assurance of favourable consideration.</p>
<p>Corporate sponsorship</p>	<p>For corporate sponsorship, please send your request to Corporate Communications Department thru kristel.calindas@pagcor.ph</p> <p>The letter should be addressed to:</p> <p>MME. ANDREA D. DOMINGO</p> <p>Chairman and Chief Executive Officer Philippine Amusement and Gaming Corporation</p> <p>Attn: CARMELITA V. VALDEZ</p> <p>Assistant Vice President Corporate Communications Department</p> <p>PAGCOR CORPORATE OFFICE ANNEX Carmen Building, 1105 United Nations Ave cor. Ma. Orosa Streets Ermita, Manila Philippines 1000</p> <p>+632 7755-3699 7755-3799 loc. 2505</p> <p>Also include all the necessary attachments (sponsorship packages, event details, etc.) relevant to your request. Note that all sponsorship requests are subject to our management's approval.</p>
<p>Banning of a player</p>	<p>Thank you for the message you sent through our official webpage.</p> <p>PAGCOR advocates responsible gaming.</p> <p>To request for the banning of a player from playing in PAGCOR-operated and regulated gaming facilities, visit the link https://www.pagcor.ph/regulatory/exclusion2.php</p>

	<p>The procedure, forms and policies are available thereat.</p>
<p>Reversal of banning of a player</p>	<p>Thank you for the message you sent through our official webpage.</p> <p>Currently, only respondent for Self Exclusion may apply for a Petition to Amend the Exclusion Period only after the six (6) months irrevocable period. For detailed information, please direct your inquiry to:</p> <p>Marrise Frances B. Sabido Gaming Licenses and Development Department marrisefrances.sabido@pagcor.ph</p> <p>7755-3199 7755-3299 7755-3899 loc. 5021</p>
<p>Text or mobile SIM card raffle scam</p>	<p>If you receive a call or text message on your cell phone from an unfamiliar number, person and using PAGCOR that you have won a certain amount of money from raffles or promo, please proceed with caution! We advise you to ignore the message you received. It is probably a SCAM. PAGCOR is not conducting any kind of raffle or contest using mobile devices or your SIM card information.</p>
<p>Request for a meeting with PAGCOR Executives</p>	<p>To request for a meeting with PAGCOR executives, please email Corporate Communications Department at pagcor.pr@gmail.com</p> <p>Be sure to include a cover letter, addressed to:</p> <p>MME. ANDREA D. DOMINGO</p> <p>Chairman and Chief Executive Officer Philippine Amusement and Gaming Corporation</p> <p>Attn: JAMES PATRICK R. BONDOC</p> <p>Vice President Corporate Social Responsibility Group</p> <p>PAGCOR Corporate Office Annex</p>

	<p>Carmen Building, 1105 United Nations Ave cor. Ma. Orosa Streets Ermita Manila Philippines 1000</p> <p>+632 7755-3699 7755-3799 loc. 2501 / 2502</p> <p>Also include all the necessary attachments (purpose, event details, etc.) relevant to your request. Note that all meeting requests are subject to our management's approval.</p>
Gaming business opportunities	<p>Please visit our Citizen's Charter page, https://www.pagcor.ph/citizens-charter.php, for the details of obtaining various licenses and other information for your business/employment.</p>
Other pre-employment inquiry	<p>For your pre-employment inquiry, please send your inquiry directly to our Recruitment team via email, recruitment.HRDD-PAGCOR@pagcor.ph</p>
Cockfighting operations	<p>Cockfighting and its derivatives are under the regulation of the Games and Amusement Board (GAB). Please visit GAB at their official website, www.gab.ph, for their contact information.</p>
Donation other than medical assistance	<p>Please be informed that PAGCOR is currently focusing on programs geared towards the improvement of healthcare in the country which are in line with the current thrust of the national government. We regret that we cannot accommodate your request. Thank you for your understanding.</p>
Follow up on employment application	<p>For follow up on employment application, you may contact:</p> <p>The Recruitment Section</p> <p>- Human Resource Operations Dept.</p> <p>PAGCOR Main Corporate Office IMET BPO Tower, CBP-1A Metropolitan Park, Roxas Boulevard, Pasay City, Philippines 1300</p> <p>+632 7755-3199 / 7755-3299.</p>
Request for Contact numbers	<p>Please see our Contact numbers below:</p>

	<p>PAGCOR Executive Office 5F New World Manila Bay Hotel, 1588 MH Del Pilar cor. Pedro Gil Streets Malate Manila Philippines 1004</p> <p>+632 8242-0121</p> <p>Email: info@pagcor.ph</p> <p>PAGCOR Main Corporate Office IMET BPO Tower, CBP-1A Metropolitan Park, Roxas Boulevard, Pasay City, Philippines 1300</p> <p>+632 7755-3199 7755-3299 7755-3899</p> <p>PAGCOR Corporate Office Annex Carmen Building, 1105 United Nations Ave cor. Ma. Orosa Streets Ermita, Manila, Philippines 1000</p> <p>+632 7755-3699 7755-3799</p> <p>http://www.pagcor.ph/contact-us.php</p>
<p>Information on the Philippine Offshore Gaming industry</p>	<p>Thank you for the message you sent through our official web page.</p> <p>For more information regarding Philippine Offshore Gaming / Licensing / Registration / Operators, please visit :</p> <p>http://www.pagcor.ph/regulatory/offshore-gaming.php</p> <p>Should you need additional information, you may email:</p> <p>Ms. Marites Posadas Sr. Offshore Gaming Officer Offshore Gaming & Licensing Dept. marites.posadas@pagcor.ph +632 8242-0121 loc. 649.</p>

<p>Information related to Casino Filipino Events; Shows ; Promos</p>	<p>Thank you for the message you sent through our official web page.</p> <p>For more information regarding celebrity shows/ events / promos, please visit :</p> <p>http://www.casinofilipino.ph http://facebook.com/casinofilipino</p> <p>Should you need additional information, you may email:</p> <p>Ms. Jazmine Dahlia D. Javier A/ Senior Marketing Officer jazminedahlia.javier@pagcor.ph +632 7755-3699 loc. 7310.</p>
<p>Information on Supplier accreditation and Projects for Bidding</p>	<p>Thank you for the message you sent through our official web page.</p> <p>For more information regarding Supplier Accreditation / Renewal, please visit : http://www.pagcor.ph/pagcor-bidding/bid.php</p> <p>For more information regarding Projects for Bidding / PhilGeps, please visit : http://www.pagcor.ph/pagcor-bidding/bidding-projects.php</p> <p>Should you need additional information, you may email:</p> <p>Ms. Marjorie Suarez Senior Manager Procurement Dept. marjorie.suarez@pagcor.ph +632 7755-3699 loc. 7412</p>
<p>Information on Casino Regulatory; Licensing; Registration</p>	<p>Thank you for the message you sent through our official web page.</p> <p>For more information regarding Casino Regulatory / Licensing / Application, please visit : http://www.pagcor.ph/regulatory/</p>

	<p>Should you need additional information, you may email:</p> <p>Ms. Marilou Arao Regulatory Officer Gaming Licensing & Development Dept. marilou.arao@pagcor.ph +632 7755-3199 7755-3299 loc. 5020</p>
Proposal denial	<p>Good day!</p> <p>We acknowledge your email and appreciate offering your product / service.</p> <p>We regret that we currently have no requirement for these. Thus, we cannot favorably consider your proposal at this time.</p> <p>Thank you for considering our company.</p> <p>From,</p> <p>The PAGCOR Customer Feedback Management Team</p>
Information on PAGCOR's Directory	<p>Thank you for the message you sent through our official web page. For information on the contact numbers of all our departments, please visit : http://www.pagcor.ph/about-us.php</p> <p>Email: info@pagcor.ph</p>
Information about PAGCOR profile	<p>Thank you for the message you sent through our official web page.</p> <p>For more information about PAGCOR, please click the link below.</p> <p>http://www.pagcor.ph/pagcor-corporate-profile.php</p> <p>Regards.</p>
Follow up on Financial Medical Assistance Program	<p>This is to acknowledge receipt of the message you sent through our official web page.</p>

	<p>If you have already sent your requirements to our Community Relations and Services Department (CRSD), they will notify you in case your request was granted.</p> <p>Note that all requests are subject to evaluation. Receipt of request is not an assurance of favorable consideration. For follow up, please call: Trunkline 7755-3699 7755-3799 loc. 7107 / 7108.</p> <p>Thank you.</p>
<p>Illegal gambling / operators</p>	<p>Thank you for your message sent through our official web page. As regards the monitoring and apprehension of illegal gambling operators in the country, our partner agencies, the Philippine National Police Anti-Cybercrime Group and the National Bureau of Investigation Cybercrime Division are specifically tasked on the same.</p> <p>As such, you may coordinate directly with the aforementioned agencies.</p>
<p>COVID-19 Related</p>	<p>Thank you for your message. For requests related to COVID-19, please send a letter (PDF or Word format) thru email info@pagcor.ph addressed to:</p> <p>MME. ANDREA D. DOMINGO</p> <p>Chairman and Chief Executive Officer Philippine Amusement and Gaming Corporation</p> <p>Attn: Mr. James Patrick Bondoc</p> <p>Vice President Corporate Social Responsibility Group</p> <p>Include your email, contact numbers, proposal details of the project and all relevant information and documents.</p> <p>Note that all requests are subject to evaluation.</p>

	<p>Receipt of requests is not an assurance of favorable consideration.</p>
<p>Advisory on Medical Financial Assistance</p>	<p>Ikinalulungkot po naming ipaabot sa inyo na hindi namin mapagbibigyan ang inyong kahilingan para sa Financial Medical Assistance.</p> <p>Sa kalagitnaan ng pandemyang dulot ng Covid-19, ang karamihan po ng ating mga casino ay kasalukuyang limitado ang operasyon o di kaya'y nananatili pang nakasara.</p> <p>Alinsunod sa mga batas, ang natitirang pondo ng PAGCOR ay inilalaan para sa Office of the President at sa iba't ibang ahensyang pampubliko upang tugunan ang epekto ng sakit na ito.</p> <p>Maaari po kayong sumangguni sa mga sumusunod na ahensya:</p> <ol style="list-style-type: none"> 1. PhilHealth (02-84417442) para sa dialysis at chemotherapy patients; 2. MALASAKIT Centers/Desks (https://www.facebook.com/malasakitcenterph/) ng iba't ibang ospital para sa mga hospital bills; 3. DSWD (02-89318101), PCSO Charity Assistance Department (02-89217608) at DOH (02-86517800) para sa iba pang pangangailangang medikal. <p>Taos puso po naming hinihingi ang inyong pang-unawa.</p> <p>Maraming salamat po.</p>
<p>Illegal gambling via Facebook</p>	<p>Thank you for leaving us a message.</p> <p>We would like to note that online gambling is prohibited in the country. The games that are produced by our POGO Licensees are streamed abroad and are offered to offshore authorized players.</p> <p>Please be informed that no person or</p>

	<p>organization other than those licensed by PAGCOR or other government agencies are allowed to operate gambling in the country and that it is a crime to participate in illegal gambling activities.</p> <p>PAGCOR has already warned Facebook Philippines against being used by the persons organizing the illegal bingo games and internet/online gambling, to promote illegal activities.</p> <p>Thank you.</p>
<p>Visit website</p>	<p>Thank you for your message.</p> <p>For complete information on PAGCOR, please visit our website www.pagcor.ph.</p> <p>Best regards,</p> <p>The Corporate Communications Department</p>
<p>Marketing events sponsorship</p>	<p>For marketing events sponsorship, please send your request to the Marketing Department thru jdjavier@pagcor.ph</p> <p>The letter should be addressed to:</p> <p>MME. ANDREA D. DOMINGO Chairman and Chief Executive Officer Philippine Amusement and Gaming Corporation</p> <p>Attn: HECTOR D. MELENCIO</p> <p>Assistant Vice President Marketing Department</p> <p>7/F PAGCOR Corporate Office Annex 1105 United Nations Ave. corner Maria Orosa St. Ermita, Manila Philippines 1000</p> <p>+632 7755-3699 local 7311</p>

	<p>Please include all necessary documents (sponsorship package, event details, etc.). Requests for sponsorship are subject to the approval of our management.</p>
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CUSTOMER FEEDBACK MANAGEMENT PROCESS

TABLE 2 - DEPARTMENT/BRANCH/SOG ACRONYMS

DEPARTMENT	ACRONYM
ACCOUNTING DEPARTMENT	ACC
ADJUDICATION SECRETARIAT & HEARING DEPARTMENT	ASH
ANTI-MONEY LAUNDERING COMPLIANCE DEPARTMENT	ACD
BINGO DEPARTMENT	BGO
COMMUNITY RELATIONS & SERVICES DEPARTMENT	CRS
COMPLIANCE MONITORING & ENFORCEMENT DEPARTMENT I-GAMING	CIG
COMPLIANCE MONITORING & ENFORCEMENT DEPARTMENT IR	CIR
CORPORATE COMMUNICATIONS DEPARTMENT	CCD
CORPORATE INVESTIGATION DEPARTMENT	CID
CORPORATE PLANNING DEPARTMENT	CPD
CORPORATE SECRETARY SUPPORT & COMPLIANCE DEPARTMENT	COR
CORPORATE SERVICES DEPARTMENT	CSD
E-GAMES/E-BINGO LICENSING DEPARTMENT	EGB
E-SABONG LICENSING DEPARTMENT	ESD
ENTERTAINMENT DEPARTMENT	ENT
FACILITIES MANAGEMENT & ENGINEERING DEPARTMENT	FME
FUND MANAGEMENT DEPARTMENT	FMD
GAMING LICENSE & DEVELOPMENT DEPARTMENT	GLD
HEALTH SERVICES AND WELLNESS DEPARTMENT	HSW
HUMAN RESOURCE CENTERS OF EXCELLENCE DEPARTMENT	COE
HUMAN RESOURCE OPERATIONS DEPARTMENT	HRO
INFORMATION TECHNOLOGY DEPARTMENT	ITD
INTERNAL AUDIT DEPARTMENT	IAD
INTERNAL GAMING OPERATIONS DEPARTMENT	IGO
INVESTIGATION & VERIFICATION DEPARTMENT	IVD
LEGAL SERVICES DEPARTMENT	LSD
LOGISTICS MANAGEMENT DEPARTMENT	LMD
MARKETING DEPARTMENT	MD
OFFICE OF THE BOARD OF DIRECTORS	BOD
OFFICE OF THE CHAIRMAN AND CHIEF EXECUTIVE OFFICER	CEO
OFFICE OF THE PRESIDENT AND CHIEF OPERATING OFFICER	COO
OFFSHORE GAMING & LICENSING DEPARTMENT	OGL
PAGCOR ANTI-MONEY LAUNDERING SUPERVISION & ENFORCEMENT DEPARTMENT	PAS
PROCUREMENT DEPARTMENT	PRO
PROVIDENT FUND MANAGEMENT DEPARTMENT	PFM
SAFETY & SECURITY DEPARTMENT	SSD
SLOT MACHINE DEPARTMENT	SMD
SURVEILLANCE DEPARTMENT	SUR
TRANSPORTATION SERVICES DEPARTMENT	TSD
TREASURY DEPARTMENT	TRE

BRANCHES & SOGs	ACRONYM
ANGELES	ANG
BACOLOD	BAC
CEBU	CEB
DAVAO	DAV
ILOCOS NORTE	ILO
MALATE	MAL
MANILA BAY	MAN
OLONGAPO	OLO
SOG 2	SG2
SOG 4	SG4
SOG 5	SG5
TAGAYTAY	TAG
WINFORD	WIN