

### Supporting Document is required to submit a complaint:

- A copy of Customer's and/or Customer's representative identity card.
- Authority Letter (if the Customer is being represented by the Customer's Representative).
- Type and date of financial transaction.
- The complaint.

**Note:** For the incomplete complaint, the Customer has 10 (ten) working days to submit the complaint's supporting document and can be extended to another 10 (ten) working days.

