



Bank deposit mo, protektado!

NEWS RELEASE

Date of Release: April 16, 2026
FOR IMMEDIATE RELEASE
PR-033-26

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**Revised PDIC appeals process for denied claims
aims to strengthen depositor protection**

State deposit insurer Philippine Deposit Insurance Corporation (PDIC) has introduced a stronger, clearer, and more responsive process for depositors whose deposit insurance claims have been denied, to reinforce its commitment to fairness and public confidence in the banking system.

Approved on February 25, 2026, Regulatory Issuance (RI) No. 2026-01 sets out a straightforward path for depositors to request a reconsideration of denied claims, whether these were rejected in full or in part. This move ensures that every legitimate depositor is given a meaningful opportunity to be heard and to present additional proof supporting the claim.

The policy underscores the Corporation's mandate to protect the depositing public and uphold public confidence in the stability of the financial system. While the PDIC remains firm in paying only valid and legitimate claims, it also recognizes that some claims may warrant a second look. The revised rules now make that process more accessible, transparent, and time-bound.

Under the new RI, depositors have 60 calendar days from receipt of a denial notice to file a request for reconsideration. This request must be formally submitted, supported by relevant documents such as deposit slips, bank statements, or other proof of transactions, and accompanied by authorization allowing the PDIC to verify records to ensure authenticity. This requirement helps strike a balance between protecting depositor rights and safeguarding the integrity of the deposit insurance system.

To make the process more convenient, the PDIC has now provided multiple filing options. Requests for reconsideration may be submitted either in person, by mail, through courier, or electronically via email. Clear rules on filing dates ensure that depositors are treated fairly regardless of how they choose to submit their request.

Once a complete request for reconsideration is received, the Corporation commits to act promptly to provide depositors with certainty and closure. Decisions will be issued within 60 calendar days, reckoned from the date the depositor is notified that the evaluation of the request for reconsideration has been completed. Each request will undergo careful evaluation, and the PDIC may grant or deny the appeal based on its merits or dismiss it if it fails to meet the required standards. Cutting the processing time by half from the original 120 days will considerably hasten the decision process and waiting time of claimants.

While decisions at the PDIC level are final, depositors retain the right to elevate their case to the Court of Appeals within 30 calendar days from receipt of notice dismissing or denying the request for reconsideration, ensuring that due process is fully preserved.

The revised RI reflects the state deposit insurer's continuing effort to improve public service, enhance accountability, and maintain confidence in the banking system. By clarifying the rules and streamlining the process, the PDIC aims to ensure that no legitimate claim is left unheard, while upholding the highest standards of diligence and verification.

The revised RI, available in the PDIC website, will take effect on April 30, 2026, 15 calendar days after publication in a newspaper of general circulation.

The **Philippine Deposit Insurance Corporation (PDIC)** was established on 22 June 1963 by Republic Act 3591 to protect depositors and help maintain stability in the financial system.

The PDIC is an attached agency of the Bangko Sentral ng Pilipinas, and a member of the Financial Sector Forum, the Financial Stability Coordination Council, and the Financial Inclusion Steering Committee.

PDIC news/press releases and other information are available at the website, www.pdic.gov.ph.

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