

# QUICK AND EASY STEPS TO OUR

## FREEDOM OF INFORMATION (FOI) MANUAL

Agency: Philippine Deposit Insurance Corporation (PDIC)  
Address: PDIC Chino Bldg.: 2228 Chino Roces Avenue, Makati City 1231  
PDIC Ayala: SSS Bldg., 6782 Ayala Avenue corner V.A. Rufino St., Makati City 1226

Receiving Officer:  
The Department Manager  
Public Assistance Department (PAD)  
3/F SSS Building, 6782 Ayala Avenue corner V.A. Rufino St., Makati City 1226

## BASIC PROCEDURES

### Step 1:



Submit a signed and notarized written request<sup>1</sup> or Request Form with a copy of valid government-issued ID via personal delivery or postal mail. The Request Form is available at the PDIC Public Assistance Center (PAC) and downloadable from the PDIC website, [www.pdic.gov.ph](http://www.pdic.gov.ph).

### Step 2:



The request will be evaluated within 15 working days (WDs) from receipt which may be extended to 20 WDs due to unforeseen events or when extensive search and examination of records is required. Client will be notified of the extension.

### Step 3:



After the evaluation period, the client shall receive a notification of either grant or denial of request. If granted, notification will include cost incurred for processing the requested information.

### Step 4:



Requesting party shall pay the stated cost at the 3/F PAC or by deposit to any Landbank Branch (Account No. 1782-1000-56).

### Step 5:



Requesting party shall be informed if the requested information is ready for pick-up at the PAC, for delivery, or have been sent via e-mail.

<sup>1</sup>Request for SALN shall be accompanied by a signed and notarized Undertaking which is also available for download from the PDIC website.

## ADMINISTRATIVE APPEAL

### Step 1:



Submit a written appeal addressed to the PDIC President or an Appeal Form within fifteen (15) calendar days<sup>2</sup> from the receipt of the notice of denial either by mail or personal delivery to:

**OFFICE OF THE PRESIDENT**  
Philippine Deposit Insurance Corporation  
PDIC Chino Bldg.:  
8th Floor, PDIC Building, 2228 Chino Roces Avenue, Makati City 1231 **or**  
PDIC Ayala:  
10th Floor, SSS Bldg., 6782 Ayala Avenue corner V.A. Rufino St., Makati City 1226

The Appeal Form is available at the PAC and downloadable from the PDIC website, [www.pdic.gov.ph](http://www.pdic.gov.ph)

### Step 2:



If appeal was filed through mail, e-mail another copy of the written appeal to [PDIC\\_FOIappeal@pdic.gov.ph](mailto:PDIC_FOIappeal@pdic.gov.ph) or send via fax to (632) 8817-3566.

### Step 3:



The PDIC President shall decide on the appeal within 30 working days from date of filing.

### Step 4:



File appropriate case in the proper courts in accordance with the Rules of Court should all appeal remedies have been exhausted.

<sup>2</sup>The appeal may be dismissed outright if filed beyond fifteen (15) calendar days from receipt of the notice of denial or lapse of the relevant period; or if the necessary document/information required is incomplete.

### YOU MAY CONTACT PDIC THROUGH THE FOLLOWING:

**Trunkline:** (632) 8841-4000  
**Hotline:** (632) 8841-4141 (for Metro Manila clients)  
**Toll Free:** 1-800-1-888-7342 or 1-800-1-888-PDIC  
(for clients outside Metro Manila)

**Email:** [pad@pdic.gov.ph](mailto:pad@pdic.gov.ph)  
**Facebook:** @OfficialPDIC