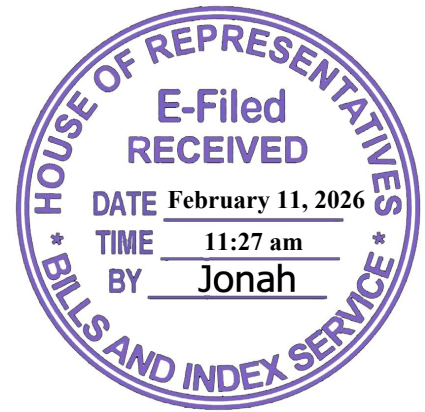




Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City

TWENTIETH CONGRESS
First Regular Session



House Bill No. 7736

Introduced by CIBAC Party-List Representative
EDUARDO “BRO. EDDIE” C. VILLANUEVA

EXPLANATORY NOTE

Access to credit plays an important role in financial inclusion, economic activity, and household resilience. However, the expansion of lending—particularly through financing companies, lending companies, and online lending platforms—has been accompanied by widespread reports of abusive, deceptive, and unfair debt collection practices. These practices include harassment, public shaming, intimidation, misuse of personal data, and threats of criminal prosecution, which undermine human dignity and erode public trust in the financial system.

While existing laws such as Republic Act No. 11765, or the Financial Products and Services Consumer Protection Act, and Republic Act No. 10173, or the Data Privacy Act of 2012, provide important safeguards, they do not comprehensively regulate debt collection conduct. Enforcement gaps and inconsistent standards have allowed unscrupulous debt collectors to exploit debtors, particularly low-income individuals and first-time borrowers who lack bargaining power or legal awareness.

This bill seeks to establish a comprehensive and rights-based framework governing debt collection practices in the Philippines. It clearly defines allowable and prohibited conduct, balances the legitimate right of creditors to collect debts with the equally important right of debtors to be treated fairly, and institutionalizes accountability throughout the debt collection chain.

The proposed measure explicitly prohibits harassment, abuse, deception, intimidation, and unfair practices, including the misuse of personal data, public disclosure of debts, indiscriminate contact of third parties, and false representations involving arrest, imprisonment, or legal authority. It further strengthens transparency by requiring proper identification of collectors, issuance of receipts, full accounting upon request, and clear documentation of settlement agreements.

Recognizing the rapid growth of digital lending, the bill introduces specific safeguards for online lending platforms, including loan cost transparency requirements and real-time loan calculators to ensure borrowers fully understand the true cost of

credit before and during the life of a loan. These measures promote informed consent and responsible borrowing without restricting access to lawful credit.

Importantly, the bill does not criminalize debtors nor interfere with legitimate judicial remedies. It affirms that debt collection must remain lawful, proportionate, and respectful of due process. Oversight and enforcement are vested in the Securities and Exchange Commission and the *Bangko Sentral ng Pilipinas*, ensuring regulatory consistency with existing financial supervision frameworks.

By imposing solidary liability on creditors for the acts of their agents and third-party collectors, the measure ensures that accountability cannot be outsourced or evaded. It also provides accessible complaint and redress mechanisms, civil remedies, and injunctive relief to protect debtors from ongoing abuse.

This bill affirms that while debts may be enforceable, harassment, humiliation, and coercion are not. It seeks to restore balance to the credit relationship by upholding human dignity, data privacy, and fairness, while preserving the stability and integrity of the financial system.

In view of the foregoing, the immediate passage of this bill is earnestly sought.


EDUARDO "BRO. EDDIE" C. VILLANUEVA



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HOUSE BILL NO. 7736

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AN ACT
REGULATING DEBT COLLECTION PRACTICES TO PROTECT DEBTORS FROM
ABUSES, HARASSMENT, UNFAIR TREATMENT, AND MISREPRESENTATION

Be it enacted by the Senate and House of Representatives of the Philippines in Congress assembled:

1 **SECTION 1. Short Title.** – This Act shall be known as the *"Fair Debt Collection*
2 *Practices Act"*.

3 **SEC. 2. Declaration of Policy.** – It is hereby declared a policy of the State to
4 prohibit and eliminate the use of abusive, deceptive, and unfair debt collection
5 practices to protect debtors against abuse and harassment from unscrupulous lenders
6 and debt collectors. Further, consistent with Republic Act No. 11765, also known as
7 the Financial Products and Services Consumer Protection Act, this Act shall uphold
8 the principles of fair treatment, transparency, and accountability in debt collection.

9 **SEC. 3. Definition of Terms.** – As used in this Act, the following terms are
10 defined as follows:

- 11 (a) **Debt Collector** refers to any person (i) who uses any instrumentality or any
12 business, the principal purpose of which is the collection of any debts; or (ii)
13 who regularly collects or attempts to collect, directly or indirectly, debts
14 owed or due or asserted to be owed or due another. It includes creditors
15 who have in-house collectors or employees/officers who, by reason of their
16 employment/office, do debt collection for the former, or any creditor who, in
17 the process of collecting his own debts, uses any name other than his own
18 to give the impression that a third person is collecting or attempting to collect
19 such debt. It shall also include a debt collection agency or a third-party
20 service provider engaged by a creditor for the purpose of collecting debts
21 owed by another. This definition shall not include:

- (i) A person who is collecting or attempting to collect a debt of which they are the original creditor or owner;
- (ii) A business that acquires a debt or debts through the seizure of accounts receivable under a security agreement;
- (iii) A corporation that purchases a debt or debts through acquiring or merging with a business in a transaction that includes the transfer of accounts receivables;
- (iv) A person to whom the contract that gave rise to the debt was assigned for the purpose of financing the transaction;
- (v) An officer or employee of the creditor who, in the name of the creditor, collects the debt for the creditor;
- (vi) Any person or entity who acts as a debt collector for another person or entity who are related by common ownership or affiliated by corporate control: *Provided*, That the person or entity collects the debt for persons or entities to whom it is related or affiliated, and its principal business is not the collection of debts;
- (vii) Any officer or employee of government, national or local, to the extent that collecting or attempting to collect any debt is in the performance of their official duties;
- (viii) Any person while serving or attempting to serve legal process on any other person in connection with the judicial enforcement of any debt; and
- (ix) Any attorney-at-law collecting a debt as an attorney on behalf of and in the name of a client.
- (b) **Contact** refers to communications by telephone, mobile phone, facsimile, e-mail, automated call system, text messaging, voice mail, answering machine or any other electronic/digital mode, or in person, including messages left for a debtor with another person or by voicemail or on an answering machine, or any other form of personal communication not specifically excluded. This definition shall not include communications that the debtor has expressly consented to or solicits in advance.
- (c) **Creditor** refers to a person to whom a debtor owes a debt or who has extended credit to a debtor, including but not limited to credit in the form of a sale on credit, a loan of money, or the provision of goods and services in credit. It includes a financing company and a lending company.
- (d) **Debt** refers to a monetary obligation enforceable at law owed by a debtor, including but not limited to a purchase on credit, accounts receivable, a loan of money, or the provision of goods or services.
- (e) **Debtor** refers to an individual who has an obligation for a debt, including but not limited to the owner of a sole proprietorship, a partner in a partnership, or an individual who has provided a personal guarantee.
- (f) **Express Consent** refers to consent in a verifiable form, including but not limited to writing whether in electronic or printed form and audio recordings.

- 1 (g) **Financing company** refers to a corporation, except banks, investment
2 houses, savings and loan associations, insurance companies, cooperatives,
3 and other financial institutions organized or operating under other special
4 laws, which is primarily organized for the purpose of extending credit
5 facilities to consumers and to industrial, commercial, or agricultural
6 enterprises, by direct lending or by discounting or factoring commercial
7 papers or accounts receivable, or by buying and selling contracts, leases,
8 chattel mortgages, or other evidences of indebtedness, or by financial
9 leasing of movable as well as immovable property.
- 10 (h) **Lending company** refers to a corporation engaged in granting loans from
11 its own capital funds or from funds sourced from not more than nineteen
12 (19) persons. It shall not be deemed to include banking institutions,
13 investment houses, savings and loan associations, financing companies,
14 pawnshops, insurance companies, cooperatives and other credit institutions
15 already regulated by law. The term shall be synonymous with lending
16 investors.
- 17 (i) Online lending platform (OLP) refers to mobile lending applications,
18 websites, and other financial technology (FinTech)-enabled programs or
19 systems where the services and products of financing companies and
20 lending companies are made available.
- 21 (i) **Representative** means a person, other than the debtor or creditor, that is
22 duly authorized by the debtor or creditor, as applicable, to contact or be
23 contacted in relation to the debt.

24 **SEC. 4. Acquisition of Location Information.** – Any financing company, lending
25 company, or debt collector communicating with any person other than the debtor for
26 the purpose of acquiring location information about the debtor shall:

- 27 a) Ensure, prior to collection of personal data, that the processing specific for
28 the specified and declared purpose is authorized by the debtor, or is
29 otherwise supported by a lawful basis under Republic Act No. 10173, also
30 known as the Data Privacy Act of 2012, or other applicable laws, and that
31 the acquisition is not otherwise prohibited by law;
- 32 b) Identify themselves, state that they are collecting, confirming or correcting
33 location information concerning the debtor, and only if expressly requested,
34 identify themselves or their employer;
- 35 c) Not access, use, or process the debtor's phone contact list and shall only
36 communicate with the representative of the debtor as defined in this Act;
- 37 d) Not state that such debtor owes any debt;
- 38 e) Not communicate with any such person more than once unless requested
39 to do so by such person or unless such creditor or debt collector reasonably
40 believes that the earlier response of such person is erroneous or incomplete
41 and that such person now has correct or complete location information;
- 42 f) Not communicate by post card; and

- 1 g) Not use any language or symbol on any envelope or in the contents of any
2 communication that indicates that the debt collector is in the debt collection
3 business or that the communication relates to the collection of debt.

4 The foregoing notwithstanding, after a financing company, lending company, or
5 debt collector discovers that the debtor is represented by an attorney with regard to
6 the subject debt and has knowledge, or can readily ascertain, such attorney's name
7 and address, such financing company, lending company, or debt collector shall be
8 prohibited from communicating with any person other than the attorney, unless the
9 attorney fails to respond within a reasonable period of time to the communication from
10 the debt collector.

11 **SEC. 5. Allowable Debt Collection Practices.** – Creditors and debt collectors
12 may resort to all reasonable and legally permissible means to collect amounts due
13 them under the loan agreement: *Provided*, That in the exercise of their rights and
14 performance of their duties, they must observe good faith and reasonable conduct,
15 and must not engage in unduly intrusive means, abusive, unfair, and untoward conduct
16 prohibited under this Act.

17 **SEC. 6. Prohibition Against Harassment or Abuse.** – Financing companies,
18 lending companies, and debt collectors shall not engage in any conduct the natural
19 consequence of which is to harass, oppress, or abuse any debtor in connection with
20 the collection of a debt. The following acts shall be considered a violation of this
21 section:

- 22 (a) The use, or threat of use, of violence or other criminal means to harm the
23 physical person, reputation, or property of the debtor or their family;
24 (b) The use of insults, obscene, or profane language or language the natural
25 consequence of which is to abuse or shame the debtor or their family, or
26 which amounts to a criminal act or offense under applicable laws;
27 (c) The disclosure, publication, or posting of the names and other personal
28 information of the debtor who allegedly refuses to pay debts, except as may
29 be allowed under Section 11 of this Act;
30 (d) The advertisement for sale of any debt to coerce payment of the debt;
31 (e) Causing the telephone or mobile phone of the debtor, their family, or any
32 person other than the debtor in relation to Section 4 of this Act, to ring
33 repeatedly or continuously, or engaging any such person in telephone or
34 mobile phone conversation repeatedly or continuously, with intent to annoy,
35 abuse, or harass;
36 (f) Making telephone or mobile phone calls without meaningful disclosure of
37 the caller's identity, except in instances where such disclosure is specifically
38 prohibited under this Act;
39 (g) Sending text blasts or indiscriminate messaging to a debtor's phone contact
40 list for the purpose of collecting outstanding loan; and
41 (h) Any analogous circumstances.

1 **SEC. 7. False or Misleading Representations.** – Financing companies, lending
2 companies, and debt collectors shall not use any false, deceptive, or misleading
3 representation or means in connection with the collection of any debt. The following
4 acts shall be considered a violation of this section:

- 5 (a) The unauthorized use of any badge, uniform, or facsimile thereof;
- 6 (b) The false representation of the following:
 - 7 (i) The character, amount, or legal status of any debt; or
 - 8 (ii) Any services rendered or compensation which may be lawfully
 - 9 received by any debt collector for the collection of the debt;
- 10 (c) The false representation or implication that any individual is an attorney or
- 11 that any communication is from an attorney;
- 12 (d) The representation or implication that non-payment of any debt will result in
- 13 the arrest or imprisonment of any person, or the seizure, garnishment,
- 14 attachment, or sale of any property or wages of any person, unless such
- 15 non-payment is unlawful and the debt collector or creditor intends to take
- 16 legal action;
- 17 (e) The use of threat to take any action that cannot be legally taken;
- 18 (f) The false representation or implication that a sale, referral, or other transfer
- 19 of any interest in a debt shall cause the debtor to:
 - 20 (i) Lose any claim or defense to payment of the debt; or
 - 21 (ii) Become subject to any practice prohibited by this Act;
- 22 (g) The false representation or implication that the debtor committed any crime
- 23 or other similar conduct in order to disgrace the debtor;
- 24 (h) Communication or threatening to communicate to any person credit
- 25 information of the debtor which is known or which should be known to be
- 26 false, including the failure to communicate that a disputed debt is disputed;
- 27 (i) The use or distribution of any written communication which simulates, or is
- 28 falsely represented to be, a document authorized, issued, or approved by
- 29 any court, official, or agency of the government, national or local, or which
- 30 creates a false impression as to its source, authorization, or approval;
- 31 (j) The use of any false representation or deceptive means to collect or attempt
- 32 to collect any debt, or to obtain information concerning a debtor;
- 33 (k) The failure to disclose clearly in all communications made to collect a debt
- 34 or to obtain information about a debtor that the debt collector is attempting
- 35 to collect a debt and that any information obtained will be used for that
- 36 purpose, except in instances where disclosure of such information is
- 37 specifically prohibited in this Act;
- 38 (l) The false representation or implication that accounts have been turned over
- 39 to innocent purchasers for value;
- 40 (m) The use of any business, company, or organization name other than the
- 41 true name of the financing company, lending company, or debt collector's
- 42 business, company, or organization;
- 43 (n) Giving any person, directly or indirectly, by implication or otherwise, any
- 44 false or misleading information in relation to the collection of debt, including

- 1 but not limited to references to the police, a law firm, prison, credit history,
2 court proceedings, or a lien or garnishment; and
3 (o) Any analogous circumstances.

4 **SEC. 8. *Unfair Collection Practices.*** – Financing companies, lending
5 companies, and debt collectors shall not use unfair or unconscionable means to collect
6 or attempt to collect any debt. The following acts shall be considered a violation of this
7 section:

- 8 (a) The collection of any amount other than the principal obligation, including
9 any interest, fee, charge, or incidental expense, unless such amount is
10 expressly authorized by the agreement creating the debt or permitted by
11 law;
12 (b) The acceptance by a debt collector from any person of a check or other
13 payment instrument postdated by more than five (5) days, unless such
14 person is notified in writing of the debt collector's intent to deposit such
15 check or instrument not less than three (3) business days prior to such
16 deposit;
17 (c) The solicitation by a debt collector of any postdated check or other
18 postdated payment instrument for the purpose of threatening or instituting
19 criminal prosecution;
20 (d) Depositing or threatening to deposit any postdated check or other postdated
21 instrument prior to the date on such check or instrument;
22 (e) Causing charges to be made to any person for communications by
23 concealment of the true purpose of the communication, including but not
24 limited to collect telephone calls and telegram fees;
25 (f) Taking or threatening to take any non-judicial action to effect dispossession
26 or disablement of property if -
27 (i) There is no present right to possession of the property claimed as
28 collateral through an enforceable security interest;
29 (ii) There is no present right to take possession of the property; or
30 (iii) The property is exempt by law from such dispossession or
31 disablement; and
32 (g) Using any language or symbol, other than the debt collector's address, on
33 any envelope when communicating with a debtor by mail or by telegram.
34 (h) Processing or disclosure of debtor's personal data without lawful basis, or
35 in a manner not necessary, adequate, relevant, suitable, and that is
36 excessive in relation to the specified and declared purpose.

37 **SEC. 9. *Other Prohibited Acts and Practices.*** – No debt collector shall commit
38 any of the following prohibited acts and practices:

- 39 (a) Collecting or attempting to collect money for a creditor except on the belief
40 in good faith that the money is due and owing by the debtor to the creditor;
41 (b) Failure to provide a contact number for the debtor to call when the debt
42 collector uses an automated call system to contact the debtor;

- 1 (c) Collecting or attempting to collect a debt without providing the real name of
2 the agent or representative of the debt collector, the contact number, the
3 registered name, and address of the debt collector;
- 4 (d) Making any arrangement with a debtor to accept a sum of money that is
5 less than the amount of the balance due and owing to a creditor as final
6 settlement without the prior express consent of the creditor;
- 7 (e) Failure to provide a written report on the status of the account of any person
8 with whom the debt collector transacts with;
- 9 (f) Making any call to the debtor or any other person other than the debtor for
10 the purpose of collecting or attempting to collect a debt on any day outside
11 the window of 6AM to 10PM unless the debtor has given express permission
12 or said times are the only reasonable or convenient opportunities for contact
13 under Item(f) herein;
- 14 (g) Directly or indirectly threatening or stating an intention to proceed with any
15 action for which the debt collector does not have the prior express consent
16 of the creditor or for which there is no lawful authority;
- 17 (h) Continuing to collect or attempting to collect money from, or continuing to
18 communicate with:
- 19 (i) A person who has informed the debt collector that they are not the
20 debtor, unless the debt collector has taken all reasonable precautions
21 to ensure that the person is in fact the debtor; or
- 22 (ii) The debtor, after they have informed the debt collector, through any
23 verifiable means, that the debt is in dispute and that the debtor wishes
24 the creditor to take the matter to court;
- 25 (i) Contacting the debtor's spouse, relative, neighbor, friend, or acquaintance
26 unless the contact is limited to the purpose of confirming or correcting the
27 debtor's residential address or contact details;
- 28 (j) Contacting the debtor's employer for any purpose other than to confirm the
29 debtor's employment status, business title, and the address of the business,
30 in preparation for legal proceedings;
- 31 (k) Contacting the debtor after the debtor has notified the debt collector in
32 writing to communicate only with the debtor's representative, providing
33 therein the current address and telephone number of such representative
34 for the purpose of:
- 35 (i) Making reasonable arrangements to discuss the debt with the debt
36 collector; and
- 37 (ii) Discussing the debt with the debt collector in accordance with the
38 arrangements;
- 39 (l) Contacting a debtor at their place of employment after the debtor has
40 requested the debt collector not to contact the debtor in their place of
41 employment: *Provided*, That the debtor makes reasonable arrangements to
42 discuss the debt with the debt collector and discusses the debt with the debt
43 collector in accordance with such arrangements;

- 1 (m) Communicating information about the debt or the existence of the debt with
- 2 any person other than the debtor, a guarantor of the debt, the debtor's
- 3 representative, or the creditor of the debt, unless the debtor has expressly
- 4 consented to communicating such information to persons other than those
- 5 enumerated herein;
- 6 (n) Refusing to provide sufficient information on the identity of the original and
- 7 current creditor, as well as the details of the debt, upon request of the
- 8 debtor;
- 9 (o) Entering into or arranging automatic wage or salary assignments with a
- 10 debtor or the employer of a debtor;
- 11 (p) Canceling or altering a payment agreement with a debtor when the debtor
- 12 has complied with the terms of the agreement and the debtor's financial
- 13 circumstances have not changed materially, unless the debtor has
- 14 misrepresented the debtor's financial circumstances;
- 15 (q) Unbridled processing of debtor's contact list, in whatever form. Unbridled
- 16 processing refers to processing that is unconstrained, excessive, and
- 17 disproportional to the specified and declared purpose; or
- 18 (r) Automatically treating the debtor's representative as defined in this Act as a
- 19 guarantor or a surety.

20 **SEC. 10. Prohibited Agreements.** – Any agreement entered into by the debtor
21 and the debt collector shall be deemed void if that agreement:

- 22 (a) Misrepresents the rights and powers of a person collecting or attempting to
- 23 collect a debt;
- 24 (b) Misrepresents the obligations or legal liabilities of a debtor;
- 25 (c) Is misleading as to its true nature and purpose; or
- 26 (d) Requires or results in the debtor's waiver of any of their rights under this Act.

27 **SEC. 11. Confidentiality of Information.** – Creditors and debt collectors shall
28 keep strictly confidential the data on the debtor, except under the following
29 circumstances:

- 30 (a) Disclosure of information with the written consent of the debtor specific to
- 31 the specified and declared purpose, or when authorized under existing laws;
- 32 (b) Release, submission, or exchange of customer information with other
- 33 financial institutions, credit information bureaus, lenders, their subsidiaries
- 34 and affiliates in accordance with relevant provisions of the Data Privacy Act
- 35 of 2012;
- 36 (c) Upon orders of a court of competent jurisdiction or any government office or
- 37 agency authorized by law;
- 38 (d) Disclosure by creditors to debt collectors, counsels, and other agents to
- 39 enforce their rights against the debtor; and
- 40 (e) Disclosure to third parties, such as insurance companies, solely for the
- 41 purpose of insuring the creditor from default of the debtor or other credit loss,
- 42 or insuring the debtor from fraud or unauthorized charges.

1 In any case, creditors, financing companies, and lending companies shall retain
2 ownership and accountability for debtors' data handled by their debt collectors,
3 collection agents or third-party service providers.

4 **SEC. 12. Issuance of Receipts.** – Every debt collector shall issue an
5 acknowledgment receipt for all cash transactions, payments made in person, or
6 payments made by the debtor. Such acknowledgment receipt shall contain the
7 following information:

- 8 (a) The date the amount is collected or received;
- 9 (b) The name of the debtor;
- 10 (c) The name of the person for whom the debt collector acts on behalf of;
- 11 (d) The amount received from the debtor; and
- 12 (e) The signature of the debt collector.

13 **SEC. 13. Settlement Agreement.** – Once a debt collector reaches a settlement
14 agreement with a debtor and the amount set in the settlement agreement has been
15 paid in full, the debt collector shall issue to the debtor a receipt containing the following
16 information:

- 17 (a) The amount paid;
- 18 (b) The name of the creditor or creditors;
- 19 (c) A statement that the amount received is in final settlement of the debt or
20 debts owing; and
- 21 (d) The signature of the debt collector.

22 **SEC. 14. Request for Accounting.** – A debt collector must provide the debtor,
23 upon request, with a complete accounting of all the details of the debt: *Provided*, That
24 if such accounting is not in the possession of the debt collector, the debt collector must
25 request the creditor to provide the same. *Provided, further*, That if within thirty (30)
26 days after receiving a request for an accounting from the debt collector, the creditor
27 has not provided a complete accounting of the debt, the debt collector must:

- 28 (a) Inform the debtor in writing that it cannot provide the accounting and the
29 reasons for the same; and
- 30 (b) Cease all collection activity for that account and not resume collection
31 activity until the accounting is provided.

32 A debtor may request a complete accounting only once every six (6) months,
33 unless the debt collector fails to provide the complete accounting as requested.

34 *Provided*, That in the case of short-term loans offered by creditors, the Securities
35 and Exchange Commission may prescribe the appropriate periods for the provision of
36 the accounting and the frequency of such requests by the debtor.

37 **SEC. 15. Loan Cost Transparency and Calculator.** - All creditors utilizing
38 Online Lending Platforms that are operating in the Philippines shall integrate within
39 their application or digital platform a Loan Cost Calculator that:
40

- 1 (a) Allows prospective and existing debtors to compute, in real time, the total
2 amount payable for any debt or loan product offered or outstanding,
3 including but not limited to:
4 (i) The principal amount;
5 (ii) The interest charges, expressed both as a rate and monetized
6 amount;
7 (iii) All fees, penalties, charges, and other costs associated with the
8 loan contract; and
9 (iv) The schedule of amortization or payment breakdown over time.
10 (b) Must be accessible and clearly visible before the prospective debtor
11 executes or signs any loan agreement, and also available at any time during
12 the existence of the loan;
13 (c) Must dynamically update calculations when any changes in the debt or loan
14 terms occur, including, but not limited to restructuring, refinancing, and
15 imposition of additional fees; and
16 (d) Must present results in a user-friendly format, including clear, itemized
17 breakdowns and plain language explanations.

18 **SEC. 16. Administrative Penalties.** – The Securities and Exchange
19 Commission (SEC) and the *Bangko Sentral ng Pilipinas* (BSP) shall issue their
20 respective rules and regulations for the implementation of the provisions of this Act and
21 for the imposition of reasonable administrative penalties for violations thereof.

22 For this purpose, the SEC may prescribe and impose penalties such as monetary
23 fines not exceeding One Million Pesos (Php1,000,000.00); suspension of financing and
24 lending activities; and/or revocation of the Certificate of Authority to Operate as a
25 Financing or Lending Company of the erring creditor.

26 **SEC. 17. Civil Liability.** – (a) *Amount of Damages.* - Any financing company,
27 lending company, or debt collector who violates any of the provisions in this Act with
28 respect to any person shall be liable to such person in an amount equal to the sum of:

- 29 (i) The actual damages sustained by such person as a result of the
30 violation;
31 (ii) In the case of any action by an individual, such additional damages as
32 the court may allow, but not exceeding Thirty Thousand Pesos
33 (Php30,000.00); or
34 (iii) In the case of a class action, such amount for each named plaintiff as
35 could be recovered under paragraphs (i) and (ii), as well as such
36 amount as the court may allow for all other class members: *Provided,*
37 That such additional fine shall not exceed Sixty Thousand Pesos
38 (Php60,000.00) or one percent (1%) of the net worth of the financing
39 company, lending company, or debt collector, whichever is lower.
40 (b) *Factors to be Considered by the Courts.* - In determining the amount of
41 liability in any action under paragraph (a) of this Section, the courts shall
42 consider, along with other relevant factors, the following:

1 (i) In any individual action under paragraph (a)(ii) of this Section, the
2 frequency and persistence of non-compliance by the financing
3 company, lending company, or debt collector, the nature of such non-
4 compliance, and the extent to which such noncompliance was
5 intentional; and

6 (ii) In any class action under paragraph (a)(iii) of this Section, the
7 frequency and persistence of non-compliance by the financing
8 company, lending company, or debt collector, the nature of such non-
9 compliance, the resources of the financing company, lending company
10 or debt collector, the number of persons adversely affected, and the
11 extent to which the financing company, lending company, or debt
12 collector's non-compliance was intentional.

13 (c) *Intent.* - A financing company, lending company, or debt collector may not
14 be held liable in any action brought under this section if the financing
15 company, lending company, or debt collector shows by a preponderance of
16 evidence that the violation was not intentional and resulted from a bona fide
17 error in good faith.

18 (d) *Jurisdiction.* - An action to enforce any liability under this Act may be brought
19 in any court of appropriate jurisdiction based on the amount of debt involved.

20 **SEC. 18. *Solidary Liability.*** – A creditor, financing company, or lending
21 company shall be responsible for ensuring that its debt collectors, authorized
22 representatives, or third-party service providers engaged in debt collection comply with
23 this Act and all applicable laws, rules and regulations. The financing company or
24 lending company shall be solidarily liable with such agents or service providers for any
25 violation of this Act committed in the course of debt collection.

26 **SEC. 19. *Debtor Complaints and Redress Mechanism.*** - Financing and
27 lending companies shall establish and maintain a customer service department who
28 shall be responsible for promptly addressing questions and concerns of debtors and
29 which shall serve as an internal complaint-handling and redress mechanism that is
30 accessible, transparent, and free of charge. The SEC shall oversee compliance with
31 this requirement and provide an external redress mechanism for escalation of
32 unresolved complaints, including an accessible online platform for reporting violations
33 of this Act.

34 **SEC. 20. *Temporary Restraining Order.*** – In cases where the creditor or debt
35 collector resorts to the use of threat, intimidation, or commission of other crimes as a
36 means of effecting debt collection, the debtor may apply for a temporary restraining
37 order (TRO) or injunction against such creditor or debt collector before the appropriate
38 courts. The said application shall be supported by affidavits and other evidence to
39 establish the use of threat, intimidation, or commission of other crimes.

40 **SEC. 21. *Interpretation.*** - In case of doubt, the provisions of this Act, including
41 its implementing rules and regulations and any subsequent issuances of the

1 implementing agencies, shall be construed in a manner that accords the highest
2 respect for human dignity, human rights, and individual privacy.

3 **SEC. 22. *Separability Clause.*** – If any provision of this Act is declared invalid
4 or unconstitutional, the provisions not affected thereby shall remain in full force and
5 effect.

6 **SEC. 23. *Repealing Clause.*** – All laws, presidential decrees, executive orders,
7 presidential proclamations, rules and regulations, or parts thereof contrary to or
8 inconsistent with this Act are hereby repealed or modified accordingly.

9 **SEC. 24. *Effectivity.*** – This Act shall take effect fifteen (15) days after its
10 publication in the Official Gazette or at least two (2) national papers of general
11 circulation.

12
13 *Approved,*