

# CONFIRMATION SHEET

## CHAMPIONING THE BANK CLIENT'S NEEDS' – A CUSTOMER SERVICE TRAINING

February 26-27, 2018 (Monday – Tuesday), Gov. Licaros Hall, RBAP Bldg.,  
A. Soriano Ave. cor. Arzobispo St., Intramuros, Manila



Contact RBRDFI Training Officers

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Name	Designation	Nick-name	Degree and Year Graduated
1.			
2.			
3.			

\_\_\_\_\_  
(Printed Name and Signature)

Date: \_\_\_\_\_

Designation: \_\_\_\_\_ Rural Bank : \_\_\_\_\_  
Telephone: \_\_\_\_\_ Province : \_\_\_\_\_  
Mobilephone: \_\_\_\_\_ Email Add : \_\_\_\_\_

Total Amount Due

Ph \_\_\_\_\_

## **TRAINING POLICIES**

Reserve and confirm the slot first, before depositing the Seminar Fees, booking ticket (airline) and securing accommodations. RBAP-RBRDFI will not be responsible for any damage caused by unconfirmed reservation (s). Once the reservation is FULL, RBAP-RBRDFI has the right to refuse of participation or reimbursement on any damage (s) brought by unconfirmed reservations.

Deadline to submit Confirmation Sheet is not later than **January 26, 2018**.

1. Reservation via telephone is accepted. However, Confirmation Sheet and fee must be settled 10 days before the seminar date or **January 19, 2018**. Otherwise, reservation is considered cancelled.

2. Cancellation Policy:

i. 10 days prior the seminar date is a FULL REFUND of the registration fee, less admin service fee (P500)

ii. 3 days prior to the seminar date is a 75% Refund, less admin service fee

iii. Cancellation during seminar with notification to the secretariat is entitled to a 50% Refund, less the admin service fee.

iv. Participants who failed to attend without notifying the secretariat are considered no-show and are not entitled to refund.

**\*\*Special cases (health, accident etc.), kindly coordinate with RBRDFI staff for refund procedures and requirements.**