



**COMPLAINTS, PETITIONS, REQUESTS, CLAIMS,  
SUGGESTIONS, AND COMPLIMENTS HANDLING  
MANUAL**

**BPM CONSULTING**



Contact  
Center



Outsourcing  
TI




Facturación  
Electrónica



Pasarela  
de Pagos



IA  
Omnicanal

	<b>WHISTLEBLOWING, PETITIONS, COMPLAINTS, CLAIMS, SUGGESTIONS, AND COMMENDATIONS HANDLING MANUAL</b>	Code: CMI-MN-1
		Issue date: 26/02/2026
		Version: 10
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<b>OBJECTIVE:</b>	The purpose of this document is to provide information about the channels for submitting and managing reports, requests, complaints, claims, suggestions, compliments, or whistleblowing submissions that our clients or users may need to make to our company.
<b>SCOPE</b>	<p>It applies to all services provided by BPM Consulting S.A.S.: contact center and BPO, electronic invoicing (FEEL), payment gateway (ELP), IT outsourcing, and any other services the organization may provide in the future. It also applies to the reporting of situations related to our employees.</p> <p>This communication channel is also enabled for the management of reports related to SAGRILAFT and the PTEE.</p>
<b>ASSOCIATED DOCUMENTS:</b>	N/A

ROLES AND RESPONSIBILITIES	
ROLE / POSITION	RESPONSIBILITY
Manager of Control, Improvement, and Innovation	Receive PQRSF through the different channels and manage their handling and timely response with the internally involved areas.
Area Managers	Area Managers
Compliance Officer	Act as the first communication channel for reports related to SAGRILAFT and PTEE, and provide a response to be communicated to the whistleblower.

## TERMS AND DEFINITIONS

- **Whistleblowing report:** A statement made by a natural or legal person to BPM regarding a fact or situation considered irregular, illicit, or illegal, and which goes against SAGRILAFT and/or PTEE.
- **Request:** A request for general information about the organization or the provision of services.

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- **Complaint:** A statement of dissatisfaction regarding a situation or incident related to the service provided to a client by one of our employees.
- **Claim:** An expression of dissatisfaction by a client regarding the performance or irregularity in the characteristics of the services offered by our company.
- **Suggestion:** Formulation of ideas or proposals for improvement of an existing service, a new service, or the way a service is delivered, made by a client to our company.
- **Commendation:** Expression of appreciation, agreement, or satisfaction by a client regarding the services provided by our company or the service received from our employees.
- **SAGRILAFT:** Self-Control and Comprehensive Risk Management System for Money Laundering and Terrorism Financing.
- **PTEE:** Corporate Transparency and Business Ethics Program.

## CHANNELS FOR SUBMITTING A PQRSF

**BPM Consulting S.A.S. provides the following channels for handling requests, complaints, claims, suggestions, commendations, and reports from our clients, users, and stakeholders regarding any of our services and/or processes, as well as reports related to SAGRILAFT and PTEE:**

**Website:** <https://www.bpmconsulting.com.co>


**Customer Service Line:** (601) 390 2000

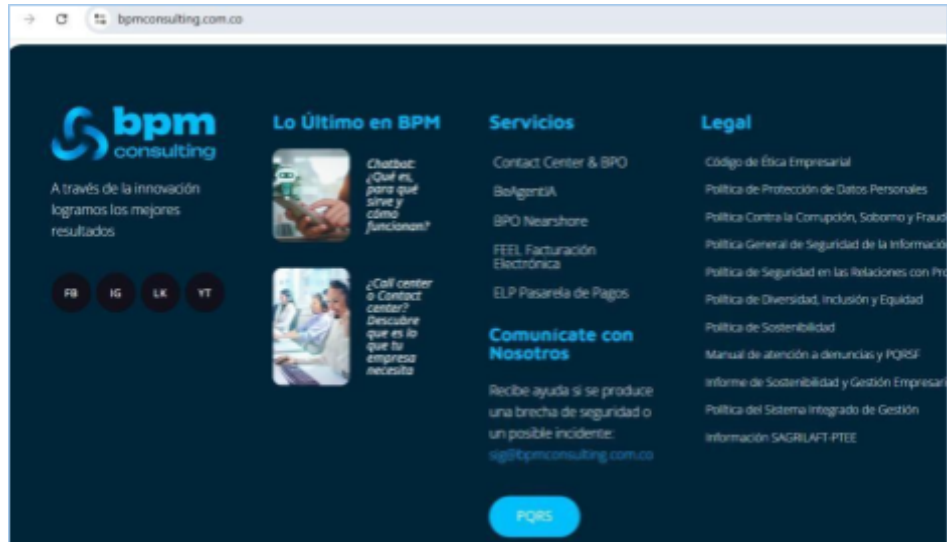
**SAGRILAFT – PTEE Reports:** [oficialdecumplimiento@bpmconsulting.co](mailto:oficialdecumplimiento@bpmconsulting.co)

## HOW TO SUBMIT A Requests and Complaints

1. Go to our website [www.bpmconsulting.com.co](http://www.bpmconsulting.com.co). In the footer of the page. You will find the Requests and Complaints icon.

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## 2. Identify the request to be submitted.

Once you select the PQRS option, the system will direct you to the next section, where you will find the definitions of each type of request so you can later choose the correct option.



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Select the “New Request” option to complete the form with the details of your request.




Once you select the “New Request” option, please complete all the required information in full. Please note that for SAGRILAFT and PTEE reports, you may choose not to include your name, type of identification, and identification number; however, it is necessary to provide the following:

Customer Name: ANONYMOUS  
 Identification Document: 00000  
 E-mail: This field must be completed in order to provide a response to the submitted report.  
 Mobile: 00000  
 Address: N/A

**Section 1 – User Information**

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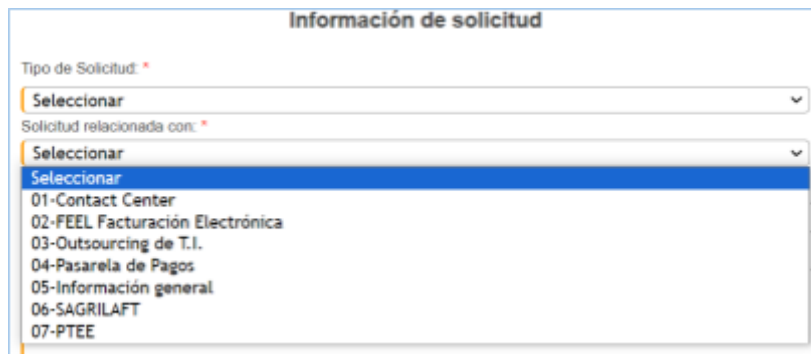
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## Section 2 – Request Information

In this section, it is important that you classify your request according to the type of request, using the dropdown list. You must also associate the request with a BPM service, the organization in general, or SAGRILAFT and/or PTEE.

Please note that the “Whistleblowing” option is exclusively related to SAGRILAFT and/or PTEE.

If you consider it necessary, you may attach documents that support your request.

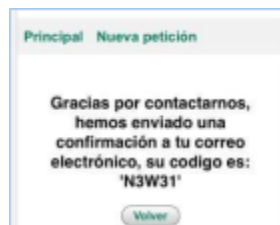


### 2. Authorization for Data Processing


Please carefully read the authorization you grant to BPM Consulting for the processing of your personal data. If you require additional information or wish to review the full content of the policy, you may do so by selecting the “View policy” option.

### 3. Submit your request

Once steps 3 and 4 are completed, the system will allow you to submit the request. Afterwards, it will display the reference code under which your request has been registered. Likewise, you will receive the same code via email for tracking and response purposes.



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## 2. Check the status of your request

If you wish to check the status or response of your request, please visit our website at [www.bpmconsulting.com.co](http://www.bpmconsulting.com.co). At the bottom of the page, locate the PQRSF access button and click it to enter the PQRSF application. Enter the email address used to register your request, as well as the reference number provided upon submission.



The system will allow you to verify the information recorded in your PQRSF and, if you wish, send a new follow-up message or attach a file to your request, as shown below:




## 2. Internal handling of requests

Reports and/or PQRSF received through the website are internally reviewed by the Control, Improvement and Innovation Management and, according to their classification and type of request, are forwarded to the relevant area for proper handling and response. For SAGRILAFT and/or PTEE reports, they are directed to the BPM Consulting Compliance Officer.

There may be cases in which PQRSF are not submitted through the website PQRSF channel but are instead sent directly to the office address or to the emails of our employees (supervisors and/or managers). In these cases, all PQRSF will be internally reported to the Control, Improvement and Innovation Management for monitoring and control purposes. The response will be sent through the same communication channel through which the request was originally received.

SAGRILAFT and PTEE reports sent to the Compliance Officer's email will be handled directly by this professional.

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### RESPONSE TIMES FOR A PQRSF

The timeframes for handling a report and/or PQRSF submitted by a client or user are outlined below and have been defined in accordance with Law 1755 of 2015 (Article 14). These time limits are counted from the date the request is received through the designated channel.


PRIORIDAD	TIEMPO DE RESPUESTA
<b>Whistleblowing report</b>	<b>15 business days</b>
<b>Request</b>	<b>General request: 15 days Document request: 10 days</b>
<b>Complaint</b>	<b>15 business days</b>
<b>Claim</b>	<b>15 business days</b>
<b>Suggestion</b>	<b>15 business days</b>
<b>Commendation</b>	<b>NA</b>

If a user receives a response within the legal timeframe or the terms established by law, but the response does not meet their expectations, they may challenge it before BPM Consulting S.A.S. within 10 business days, starting from the date the response is sent to the applicant.

### TRACEABILITY

CHANGE CONTROL		
VERSION	APPROVAL DATE	DESCRIPTION
1	13-06-2010	Document creation
2	25-05-2011	Inclusion of the maximum response time for replying to a PQRSF reference number via email
3	15-10-2020	The procedure for handling requests, complaints, claims, suggestions, and commendations is structured within the Integrated Management System software.
4	15-03-2021	Update of the format and coding of the manual in accordance with the Documented Information Control Procedure.
5	20-10-2022	The previous version is removed due to a change in the document code, which is now assigned to the Control, Improvement, and Innovation process. The handling of

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		PQRSF submitted through physical means and registered at our facilities is also added.
6	02-01-2024	Update of the company's legal name. Change of document classification from Private to Public
7	28-02-2024	Update of the document cover page.

CHANGE CONTROL		
VERSION	APPROVAL DATE	DESCRIPTION
8	02-09-2024	Update of the Manual to include the "Whistleblowing" option applicable to SAGRILAFT-PTEE. Information related to the actions to be taken and response times for this process is included.  The document name is also updated to include the Whistleblowing concept.
9	05-11-2024	Update of the following definitions to provide clarity regarding the types of requests that may be processed under these concepts: <ul style="list-style-type: none"> <li>• Information request</li> <li>• Inquiry request</li> <li>• Complaint (**)</li> <li>• Claim</li> </ul> (**) The scope is expanded to include the submission of complaints related to discrimination and/or exclusion in the workplace environment.
10	26-02-2026	Update of the corporate identity through the adjustment of the new logo and the adaptation of colors in tables and text, aligned with the new institutional color palette.

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