

## ANNEX A

### **Guidelines on the Submission of Requests through the FDA Customer Relation Management Information System (CRMIS)**

1. All FDA-related concerns shall be lodged through the FDA Customer Relation Management Information System (CRMIS) (<http://contact.fda.gov.ph>). The creation of an account and password is **NOT** necessary.
2. The CRMIS accepts single request per online form. Multiple requests shall be lodged separately for ease of facilitation. **Multiple requests per online form shall not be processed by the FDA.**
3. All required fields on the online form must be filled out so that all details are captured completely and correctly.
4. The client/requestor can optionally upload attachments such as documents, screenshots, and other file attachments that support the lodged concern.
5. The client/requestor shall ensure that the CAPTCHA code is correctly entered, otherwise, the request shall not be processed.
6. The reference number or the ticket number shall be sent to the e-mail address indicated in the online form.
7. The ticket shall be directly received by the concerned FDA Center/Office to facilitate the request properly.
8. The concerned FDA Center/Office shall respond to the submitted ticket using the official FDA e-mail address. **The client/requestor shall lodge their reply to the FDA's official e-mail address, otherwise, the response shall be deemed not received by the FDA.**
9. The CRMIS shall not be used for FDA's marketing authorization applications and is strictly for receiving the types of inquiry enumerated herein.
10. Depending on the request, the quality of response of the FDA is based on the details provided by the client/requestor. Hence, it is encouraged that all pertinent information as far as applicable be declared completely and correctly to aid the FDA in the data retrieval, gathering, and investigation, if warranted.