

ANNEX B

Procedure on the Use of the FDA Customer Relation Management Information System (CRMIS)

1. Access the online portal through <http://contact.fda.gov.ph>.
2. Fill out the required information in the online form.

Type *

Name of Establishment

First Name *

Last Name *

Email Address *

Classification *

Subclassification *

Office Concern *

Summary *

Description *

3. The client/requestor can optionally upload attachments such as documents, screenshots, and other file attachments regarding the request.

Attach a file

Choose Files No file chosen

4. Enter the CAPTCHA and then click Submit.



[Generate a new image](#)

[Play the audio code](#)

Enter the code from the image

5. E-mail notification shall be sent to the registered email address containing the Ticket Number of the submitted concern.