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As of 01 December 2023, the online channel available for receiving requests, complaints, claims, suggestions or denunciations (PQR in Spanish for questions, complaints, claims and requests) is our electronic form.

By using the platform of the Citizen Services System (SAC in Spanish), you will be able to enjoy multiple advantages, including the following:

- Instant acknowledgement of received messages, which will allow you to confirm receipt of your PQR by the Bank and to know the corresponding file number and filing data.
- Monitoring the status of your PQR online.

In addition, the Bank has other channels available for handling PQRs.

- National toll-free number: 018000-911745. In Bogotá, call +57 (601) 343-1011.
- On-site service points in different locations throughout the country.

Fuente: https://www.banrep.gov.co/en/news/citizen-services-closes-mailbox