



LETTER OF DIGNIFIED TREATMENT

Dear Citizens:

We are an entity of national level, ascribed to the Ministry of Finance and Public Credit, in charge of drafting norms and generating knowledge in exchange, monetary and credit; it is also competent to regulate and intervene in financial, trading, insurance and any other one related to the management, use and investment of funds raised from the public to strengthen stability, development, inclusion and innovation, to benefit consumers.

From our management and in order to grant a decent, kind and respectful, treatment supported in suitable and qualified communication channels, we **commit ourselves to the following:**

- ▶ Recognize your rights and generate trust in our entity
- ▶ Grant a decent, kind and respectful, treatment
- ▶ Listen to concerns from all citizens
- ▶ Provide clear, timely and true information
- ▶ Receive and respond requests, complaints, queries, applications, claims and congratulations on a kind, timely and qualified way.



According to provisions of Article 6 of Law 1437 of 2011, **citizens' duties are as follows:**

- 1 Behave according to bona fide principle
- 2 Refrain from using delaying tactics in acts and making false statements or documents or making irresponsible statements, among other behaviors.
- 3 Exert rights on a responsible way and refrain from reiterating improper requests to avoid that new requests may become in permanent reiterations impairing times to carrying out transmittals and their fast answers.
- 4 Deliver promptly corresponding information to facilitate identification of its transmittal, request or need.
- 5 Request on a respectful and timely basis documents or services.
- 6 Grant a respectful treatment to servants and/or collaborators of URF.
- 7 Abide by the Constitution and the laws.

We count with skilled public servants willing to give a decent, kind and respectful treatment

can through the following communication channels:



In-person channel


Window to serve citizens	Point of attention
Mail filing: directs incoming communication Point of attention to citizen Carrera 8 No. 6C- 38. Ministry of Finance and Public Credit, Bogotá D.C., Colombia – 1st floor, from Monday to Friday from 9 a.m. to 6 p.m.	Give personalized information about the issues related to the Unit Carrera 8 No. 6C- 38. Ministry of Finance and Public Credit, Bogotá D.C., Colombia – 5st floor, from Monday to Friday from 9 a.m. to 6 p.m.

Telephone channel

Provides information and orientation about the issues under Unit scope

Free toll line nacional	Land line from Bogotá
01-8000-910071 Monday - Friday from 9 a.m to 6 p.m, non-stop session	(+57 1) 3812183 Ext 3550 Monday - Friday from 9 a.m – 6 p.m, non-stop session

Electronic channel

Web page
In the following link ,  you can register your queries, complaints and claims, petitions and check their status.
Email
Citizens can send their requests, claims, complaints, and congratulations to: atencionalusuario@urf.gov.co You can report corruption at soytransparente@urf.gov.co
WhatsApp
Citizens can establish contact for a appointment for an issue under unit scope to number 317 4370907 open from Monday to Friday from 8 a.m. to 12 m and from 2 p.m - 5 p.m.

Agradecimiento: Cristal Monsalvo • Diana Paola Fajardo