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## [Citizen Services closes its Mailbox and invites you to register online through an Electronic Form](#)

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.

Link

[Online service to file a PQR with BanRep.](#)

Publication Date:  
Monday, December 4, 2023 - 12:00

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[Atención a la ciudadanía](#)

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Hour  
18:00

- [Print](#)