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Customer Protection Contact Center Analyst with Dutch

The Legal and RG International team within Customer Services is responsible for conducting detailed investigations of international customers to detect potential vulnerable gambler and working in close collaboration with the AML team. Investigations are conducted to ensure that the customer can legitimately support their levels of play and are protected from gambling harm.

Mainly be responsible for outbound (potentially inbound) contact of customers, by telephone or other electronic means, in order to address potential Safer Gambling, or Affordability concerns.

Responsible in handling sensitive customer information and dealing with potentially vulnerable customers in a calm, professional and empathetic manner.

Duties and Responsibilities:

- Contacting customers to address any potential Safer Gambling or Affordability concerns
- Deliver outstanding customer service while encouraging the use of Safer Gambling tools or seeking Source of Funds clarifications/evidence
- Use judgement and analysis to evaluate the customer responses and apply any appropriate controls to mitigate the risk in a timely manner
- Ensure all necessary actions are taken e.g. loss limits, deposit limits, account closure and maintain a clearly documented audit trail of decision making
- Handle sensitive information in line with data privacy requirements
- Share best practice with colleagues and provide ideas to improve processes

Qualifications:

- Excellent written and verbal Dutch
- Business level of English is required
- Ability to communicate sensitively and calmly, particularly with customers who may be distressed or angry
- Understanding of Responsible Gambling tools and policy requirements
- Proven track record in delivering high quality work in a fast-paced, challenging environment
- Practical application of policy directives
- Evidence of sound judgement and analysis to identify potentially vulnerable customers
- Previous experience in a Call Center environment
- Ability to examine problems and strategize for solutions
- Self-motivated, organized, and highly efficient personality
- Must be detail orientated and analytical

NCH Customer Support Services, Inc.

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Holiday rush seen to come in later, shorter this year

DEMAND for consumer goods, which usually spikes during the holiday season, is seen to be shorter this year versus other years, according to Philippine Amalgamated Supermarkets Association, Inc. (Pagasa).

"The difference between this year and other years is the rush is more last-minute and it's going to be a faster rush because *sandali lang* (it will be short)," Pagasa President Steven T. Cua said in an interview with *BusinessWorld Live*.

Mr. Cua based his expectations on consumers spending the money that comes in immediately while waiting for their 13th-month pay, subsidies, and foreign remittances from family members abroad.

"Once [the money] comes, I'm sure it goes out. So, money's going to circulate very quickly in the last few days," he added.

Meanwhile, Mr. Cua said that sales and foot traffic in malls and supermarkets have been picking up.

"Yes, you can feel the Christmas rush ... Traffic is the first thing which indicates whether there's a rush or none," he said.

Consumers may expect small to no more price increases left for the holidays, said Mr. Cua.

"*Medyo wala ng* (there would be no more) increases ... If there's a spike in prices of goods, it's because regular suppliers cannot supply anymore because of traffic, because of lack of supply, because they have been distributed," he added.

According to Mr. Cua, because of the lack of supply, some retailers will have to buy from wholesalers, which could increase cost acquisition and prices on the shelves.

"That's the reason why prices go up during Christmas, not because retailers want to take advantage of the season," he added.

— **Justine Irish D. Tabile**

SMC, Cebu Pacific: Traffic to peak this week

SAN MIGUEL Corp. (SMC) and Cebu Air, Inc. (Cebu Pacific) are expecting the holiday traffic to peak this week and have advised motorists and travelers to plan their trips to avoid lengthy delays.

"Traffic buildup and congestion at our expressways, ports, and airports is something we all expect at this time of the year, especially as restrictions have fully eased," SMC President Ramon S. Ang.

"We appeal to our motorists for their patience and understanding as we anticipate heavy traffic," he added.

According to the firm, it has deployed additional traffic management personnel at all its tollways to provide roadside assistance and help manage the flow of vehicles at exit points.

It has deployed additional personnel in the Southern Tagalog Arterial Road, South Luzon Expressway, the Skyway System, NAlA Expressway, and the Tarlac-Pangasinan-La Union Expressway.

SMC's infrastructure unit will also be waiving all toll fees in its tollways for the Christmas and New Year holidays. For the Christmas holiday, the waived fees will begin at 10:00 p.m. on Dec. 24 and end at 6:00 a.m. on Dec. 25. For the New Year holiday, the schedule will run from

10:00 p.m. on Dec. 31 to 6:00 a.m. the following day.

Meanwhile, low-cost carrier Cebu Pacific has made preparations to ensure a smooth and easy passenger experience during the peak travel season.

The Manila International Airport Authority (MIAA) removed the initial screening equipment or x-ray machines at the entrances of Ninoy Aquino International Airport's Terminal 4 on Dec. 16 and at Terminal 3 on Dec. 20.

"This is a welcome initiative that Cebu Pacific fully supports as MIAA aims to reduce passenger queues at the airport," the airline said.

Cebu Pacific gave its passengers six reminders: allot enough travel time, check in via its official mobile application, check flight information, self-tag luggage for select domestic destinations, bring only one carry-on bag, and check the baggage policy.

"We are grateful to every Juan for choosing to fly with us this holiday season," the carrier said, referring to its consumer branding. "We look forward to more travels with you, your friends, and your families in 2023."

Currently, Cebu Pacific has a total of 34 domestic and 19 international destinations. — **Justine Irish D. Tabile**

Global economy bets on China learning to live with COVID

THOSE who believe the world economy can avoid the hardest of landings next year are watching China closely to see whether its move to loosen pandemic restrictions will help that scenario come about or end up wrecking it.

The knock-on effects of ditching "zero-COVID" remain highly uncertain given China's patchy vaccine coverage, fragile health structures and the lack of clarity about the real extent of infections as coronavirus disease 2019 (COVID-19) cases start to surge.

The World Bank on Tuesday cut its China growth outlook for this year and next, listing the impact of the abrupt loosening of strict COVID-19 containment measures alongside other factors including its shaky property sector.

Bank of Japan Governor Haruhiko Kuroda cited the resurgence of virus cases in China as putting downward pressure on the global economy, while Taiwan listed the spread of COVID-19 in China as one big uncertainty facing its economy.

Yet the consensus view remains that if China can get a grip on what US Treasury Secretary Janet Yellen this month called the "very complex problem" of switching its COVID-19 stance, this would boost both its domestic economy and the global one.

That would in turn bolster the belief of policy makers in Group of Seven (G7) countries that their interest rate hikes will end up taming inflation and that any recessions that result will be relatively shallow and short-lived.

"If you look forward six months to the exit of the COVID wave... we'll be getting to a point where China just like everyone else gets to live with COVID," said Mike Gallagher, director of research at Continuum Economics.

"The big strategic play is towards reopening. It is just going to be very bumpy." — **Reuters**

FULL STORY



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Cement,

from SI/1

According to the TC's final report, the country's Type 1 and Type 1P cement imports rose by 11.2% to 5.896 million metric tons (MT) in 2020, and 16.2% to 6.850 million MT in 2021.

In the first half of 2022, Type 1 and Type 1P cement imports rose by 7% to 3.5 million MT, compared with the three-year average of 3.27 million MT between 2019 and 2021.

"The existence of threat of material injury to the domestic industry" is imminent in the near future, as indicated by the significant rate of increase of dumped imports into the Philippines capturing substantial market share; presence of price undercutting, price depression and price suppression during the (period of investigation)," the TC said.

It also cited the significant available production capacity of Vietnam, which can accommodate more exports to the Philippines, as well as the Philippines' open market.

The DTI order identified 11 cement companies from Vietnam that will be slapped with definitive anti-dumping duties.

The dumping duties on Type 1 cement starts at \$1.61 per metric ton (/MT) or 3.9% of the export price, to \$10.29/MT or 27.64% of the price.

Dumping duties on Type 1P cement exports range from \$1.43/MT or 3.41% of the export price to \$16.42/MT or 54.82% of the export price.

The DTI said the order will take effect after the period for the filing of a motion for reconsideration lapses, in case there is no motion filed or if the motion is rejected. The Bureau of Customs will then issue a memorandum order.

Provisional anti-dumping duties were imposed on cement imports from Vietnam between December 2021 to October this year, driving prices higher. — **Arjay L. Balinbin**

SEC,

from SI/1

"Once the payment goes through, the system will generate an electronic official receipt, which clients will likewise receive through e-mail," the regulator said.

The eSPAYSEC can accept payments from debit and credit cards powered by Visa, Mastercard and JCB, as well as digital wallets such as GCash and Maya. However, a "minimal" convenience fee will be collected.

"This also complements the transacting public's pivot to cashless transactions, and the National Government's push for the digital transformation of public services to improve ease of doing business in the Philippines, as in the case of the SEC," Mr. Aquino said.

Recently, the SEC signed a memorandum of agreement with LANDBANK which will allow payments for SEC-related transactions to be made through its Online Collection (On-Coll) facility in all 609 branches nationwide.

The signed deal expanded the SEC's previous partnership with LANDBANK which only covered payments for SEC-related transactions in selected branches.

Around 2,000 SEC-related transactions, such as applications for company registration, processed through LANDBANK's OnColl facility every month.

The SEC and LANDBANK are also looking to expand contactless payment options for SEC-related transactions through the use of the bank's web-based payment channel link. — **Justine Irish D. Tabile**

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