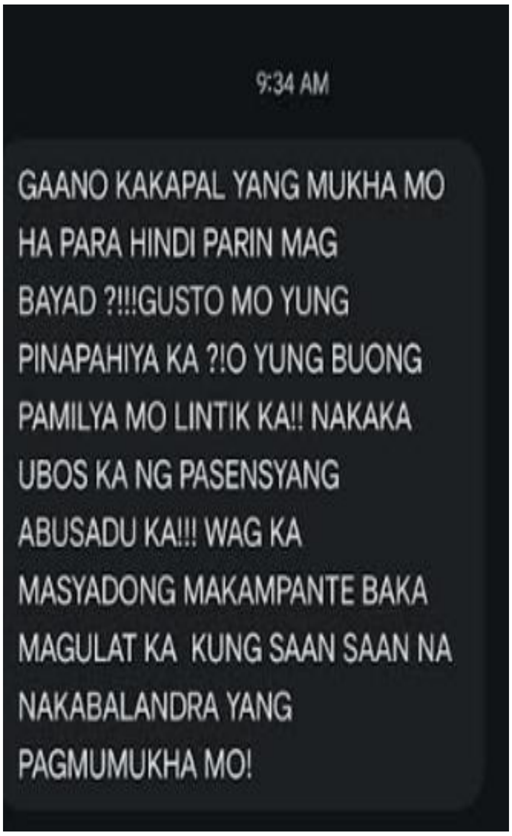
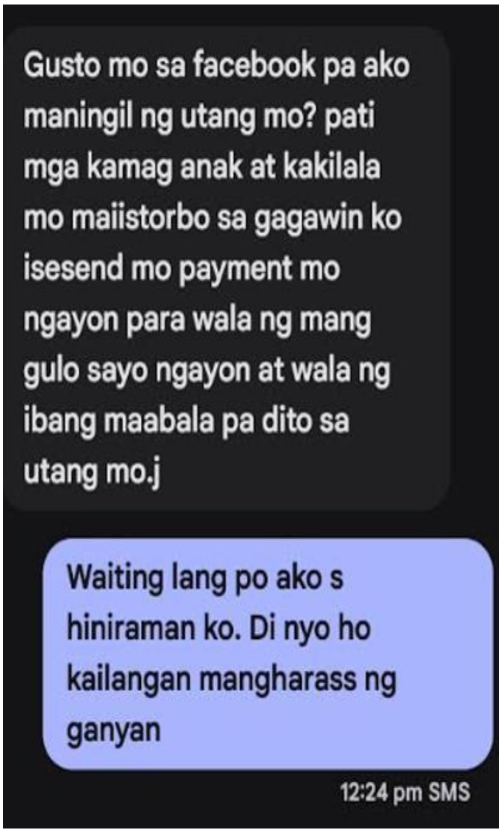
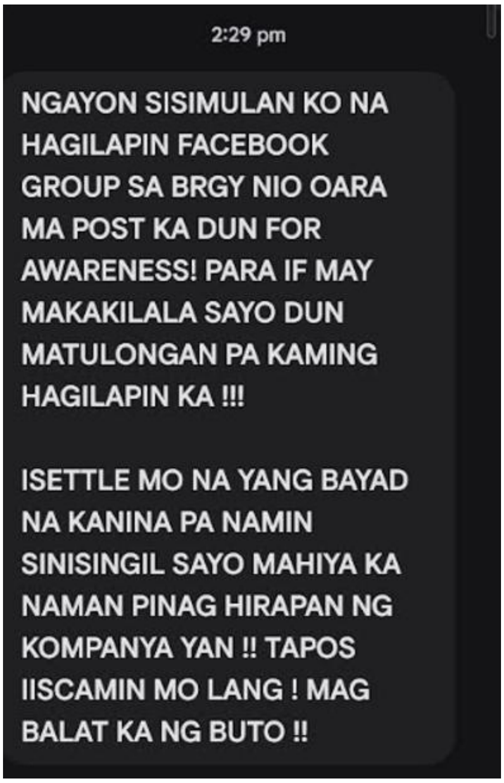
SEC ADVISORY

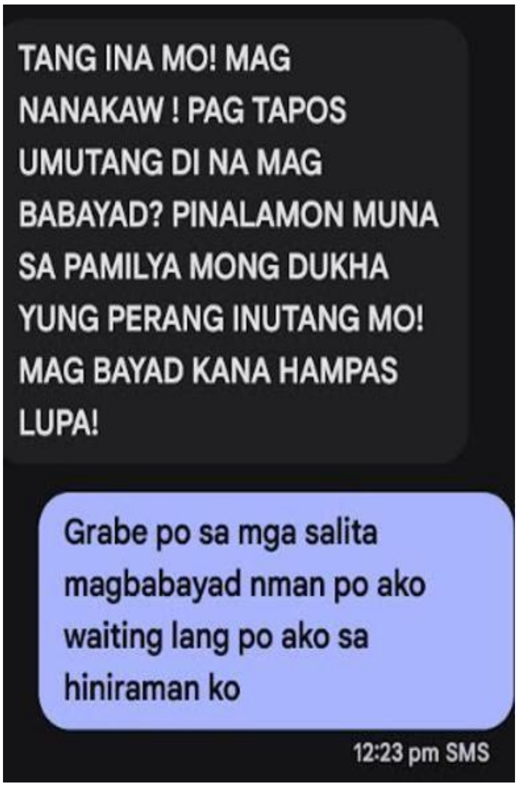
This Advisory is prompted by inquiries, reports and information received by the Commission that an online lending application called **CREDLADDER** is actively engaged in an unauthorized lending and financing activities.

Based on the reports, **CREDLADDER** is imposing excessive interest charges and engages in abusive collection practices by sending humiliating and/or threatening messages to its debtors. Below are some of the screenshot copies of the said electronic communications which were sent to the Commission:

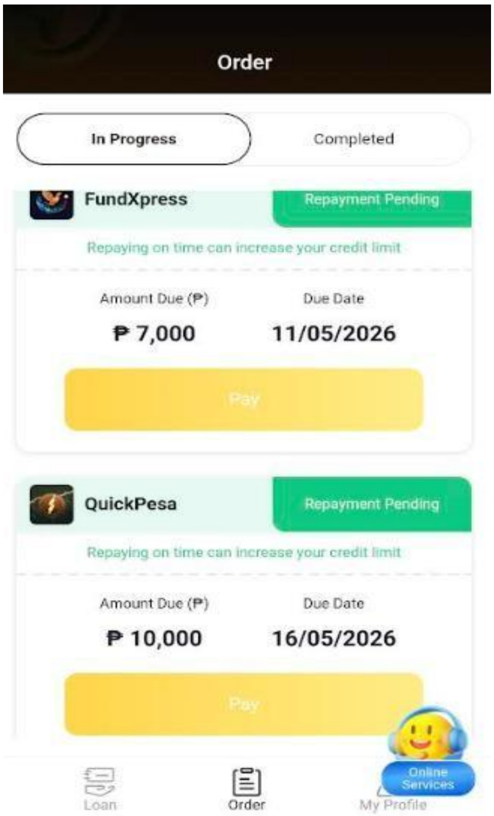


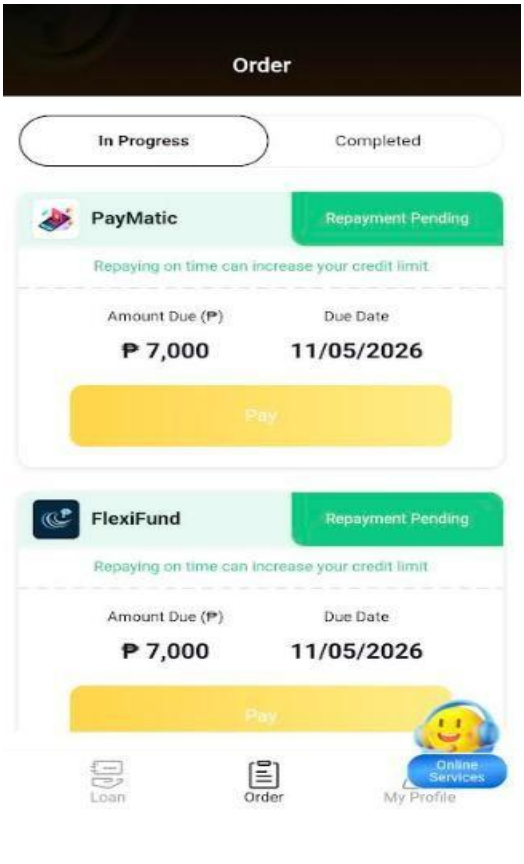




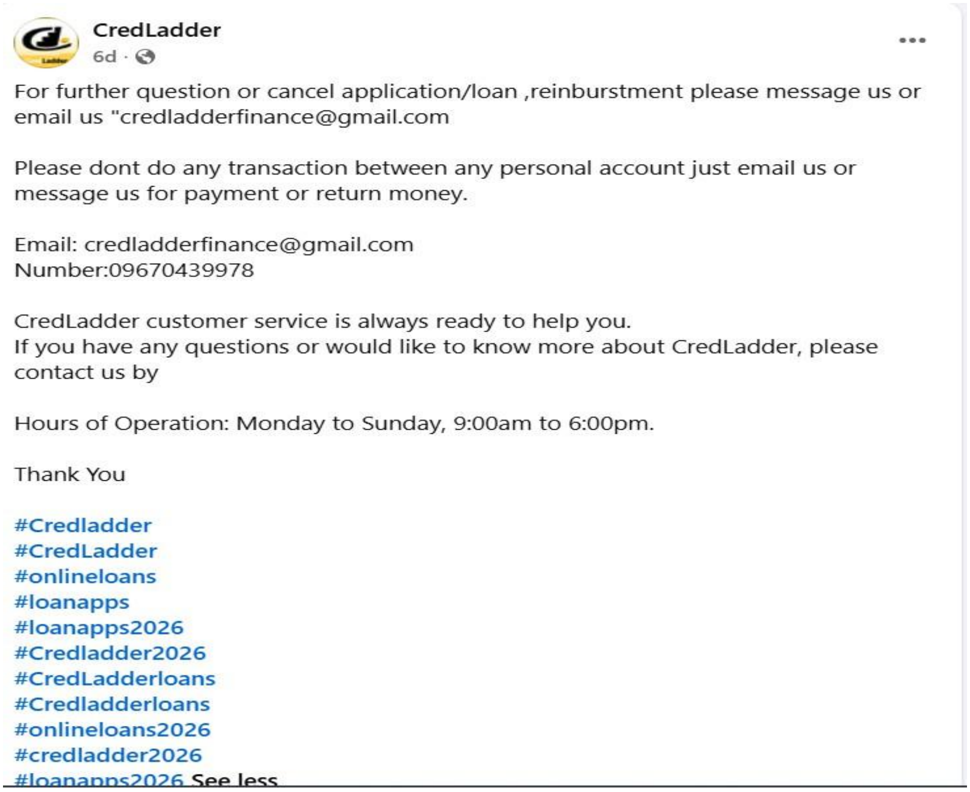


Further, it was reported that **CREDLADDER** is utilizing ***FlexiFund, FundXpress, QuickPesa*** and ***Paymatic*** as its remittance agents in its lending transactions as shown below:

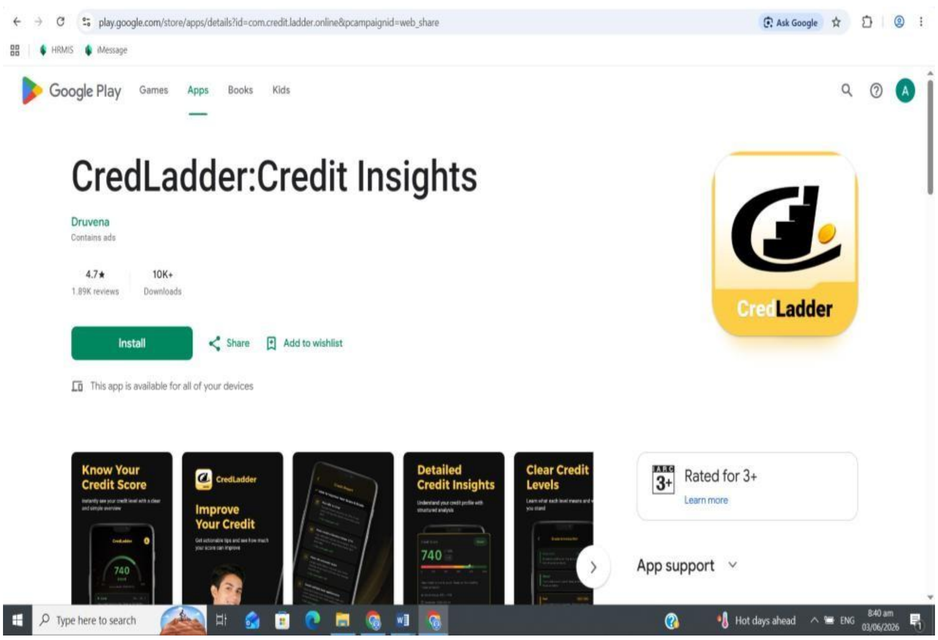




In its facebook page which can be found at https://web.facebook.com/profile.php?id=61589091975941 **CREDLADDER** is actively advertising its lending activities as shown below:



Moreover, investigation reveals that the Online Lending Platform (OLP) of **CREDLADDER** can be downloaded on Google Play using this link https://play.google.com/store/apps/details?id=com.credit.ladder.online&pcampaignid=web_share. Below is a screenshot copy of the web interface of ***CREDLADDER: CREDIT INSIGHTS***



Notably, the reported activities of **CREDLADDER** constitutes abusive collection or debt recovery practices that is prohibited under the Republic Act No. 11765 otherwise known as "The Financial Products and Services Consumer Protection Act (FCPA)".

Section 4.4. of the SEC Rules and Regulations of The Financial Products and Services Consumer Protection Act of 2022 (SEC FCPA IRR) provides that financial service providers and their collection agencies, counsels and other authorized third-party representatives are prohibited from employing abusive collection or debt recovery practices against their financial consumers.

Without limiting the general application of the foregoing, the following shall constitute abusive collection or debt recovery practices:

- Use or threat of use of violence or other criminal means to harm the physical person, reputation, or property of any person;
- Use of threats to take any action that cannot legally taken;
- Use of obscenities, insults or profane language the natural consequence of which is to abuse the financial consumer and/or which amount to a criminal act or offense under applicable laws;
- Disclosure or publication of the names and other personal information of borrowers or financial consumers who allegedly refuse to pay debts or obligations arising from transactions involving financial products and services;
- Communication or threat of communication to any person of loan information, which is known, or which should be known, to be false, including the failure to communicate that the debt is disputed, except as any be allowed under Section 2 of SEC Memorandum Circular No. 18, Series of 2019;
- Use of any false representation or deceptive means to collect or attempt to collect any debt or to obtain information concerning a borrower;
- Making contact at unreasonable / inconvenient times or hours, which shall be defined as contact before 6:00 a.m. and after 10:00 p.pm, unless the account is past due for more than fifteen (15) days, or the financial consumer has given express consent that the said times are the only reasonable opportunities for contact;
- Notwithstanding the financial consumer's consent, contacting the persons in the financial consumer's contact list other than those who were named as guarantors or co-makers shall also constitute unfair debt collection practice; and
- Other acts that may be determined by the Commission to constitute abusive collection or debt recovery practices.

The public is hereby informed that the name **CREDLADDER / CREDLADDER: CREDIT INSIGHTS** does not appear in the Commission's database per initial verification from our electronic database. Likewise, **CREDLADDER / CREDLADDER: CREDIT INSIGHTS** is not in the Commission's list of recorded Online Lending Platforms. Thus, its act of engaging in the lending business without the required authority from the Commission is prohibited under Section 12 of Republic Act No. 9474 otherwise known as the Lending Company Regulation Act (LCRA) of 2007.

In view hereof, the public are being advised NOT TO TRANSACT OR STOP TRANSACTING with **CREDLADDER / CREDLADDER: CREDIT INSIGHTS** and to take the necessary precaution in dealing with the aforementioned entity.

Further, the public is strongly advised to verify companies through the official SEC website and SEC Check App and avoid sending advance payments, refrain from sharing personal or financial information with unverified entities, and exercise extreme caution when dealing with suspicious online offers.

Should you have any information regarding the operation of the subject entity, please send your reports to the Enforcement and Investor Protection Department (EIPD) through email at or you may visit the Commission’s Enforcement and Investor Protection Department (EIPD) located at the 9/F, The SEC Headquarters, 7907 Makati Avenue, Salcedo Village, Brgy. Bel-Air, Makati City.

For the information and guidance of the public.

Makati City, 10 June 2026.