



PHILIPPINE CLEARING HOUSE CORPORATION

Memo Circular No. 3893

July 28, 2025

T O : All Clearing Banks/Institutions

R E : ACCEPTANCE OF CHECKS WITH SPECIAL CHARACTERS IN THE AMOUNT IN FIGURES

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1. In response to the growing number of consumer complaints related to the **non-acceptance of checks** for clearing due to **incorrect writing of the amount in figures**, PCHC in consultation with the BSP and key stakeholders, has decided to **allow the use of special characters, e.g., dash (-), asterisks (**), or (xxx), before and/or after the amount in figures** written on checks.
 2. The recent implementation of stricter rules on check processing was aimed to support standardization and future-readiness, particularly in preparation for wider adoption of Optical Character Recognition (OCR) and Image Character Recognition (ICR) technologies. However, we have received a significant volume of customer complaints, particularly concerning the rejection of checks with extra characters placed before and/or after the numerical amount (e.g., ***10,000.00***, 10,000.00-, 10,000.--).
 3. To ease customer burden while maintaining clearing efficiency, it was agreed that **check shall continue to be accepted even if there are special characters immediately before and/or after the amount in figures**, provided that:
 - ⇒ The **numeric value remains clear and unambiguous**; and
 - ⇒ The **amount in words is consistent** with the amount in figures
 4. This decision is made in the spirit of **consumer protection and service continuity**, while the industry transitions toward full digitization.
 5. This clarification shall take effect immediately and will be included in the updated clearing rules and guidelines to be circulated shortly.
 6. In view of the foregoing all participants are requested to:
 - ⇒ **Inform their frontliners and check-accepting units** about this change.
 - ⇒ **Update internal check verification protocols** accordingly.
 - ⇒ **Continue to educate clients** on the proper format for check writing to minimize future rejections.
 7. We appreciate your cooperation and continued support in enhancing the customer experience in payment clearing operations.
 8. Should you have any questions, you may email us at HelpDesk@pchc.com.ph or contact us at 8537-2700 and look for Hector or Anthony.
 9. Please be guided accordingly.


EMMANUEL E. BARCENA
President & CEO