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## CUSTOMER SERVICE ADVISORY

AUGUST 15, 2025

### **BOC Commissioner Reinforces Zero-Tolerance Policy, Urges Stakeholder Accountability Cooperation**



**Dear Valued Customers,**

We would like to inform you that Bureau of Customs' (BOC) has reinforced the **"No Take"** policy which strictly prohibits bribery and unlawful monetary transactions, as part of the BOC's anti-corruption efforts. In line with MIFFI's culture and policy that corruption will not be tolerated, whether committed by Customs personnel or by stakeholders. This policy is non-negotiable and will be upheld from day one until the end of BOC Commissioner's term in the office.

Commissioner Nepomuceno called on all stakeholders, including importers, customs brokers, and trade industry players, not just to comply, but to actively take part in this commitment to clean governance. He emphasized that the success of the "No Take" policy depends not only on internal enforcement but also on the discipline and integrity of those engaging with the BOC.

*"We cannot win the fight against corruption if stakeholders themselves continue to offer bribes or enter into under-the-table deals," the Commissioner said. "This is a shared responsibility. I expect all parties inside and outside the BOC to uphold the same standards of integrity. The 'No Take' policy is a standing commitment of my administration, and any violation will be addressed with the utmost firmness and urgency."*

The Bureau of Customs remains strongly committed to building a culture of integrity, professional service, and public accountability. With the cooperation of stakeholders, the BOC aims to create a trade environment that is transparent, fair, and fully compliant with the law.

[BOC Chief Enforces “No Take” Policy and Calls for Stakeholder Cooperation – Bureau of Customs](#)

At MIFFI, we stand firmly behind the Bureau of Customs’ “No Take” policy and echo Commissioner Nepomuceno’s call for clean and transparent governance. The MIFFI Way is built on the pillars of trust, transparency, and accountability—and we do not, under any circumstance, tolerate bribery, corruption, or any unlawful practices.

We are committed to doing our part by ensuring full compliance with all regulations and by conducting our operations with the highest standards of integrity. We urge our valued customers and partners to join us in this shared responsibility. Together, let us uphold ethical practices and foster a business environment where honesty and fairness are not just expected—but lived every day.

Reference No.: FOPS-CSA-IMP-25-005