

Wantok Wallet

Money Made Easy.

Dial

*131#

For Everyone.





Your Safe, Secure **Wallet.**

BSP's Wantok Wallet – best suited for individuals who:



Do not have bank accounts.



Do not have government-issued identity documentation.



Do not have a smart phone or access to the internet.



Have a bank account but make **small-value** / infrequent transactions.



Travel long distances to their closest branch.

No Waits, No Forms, No Fuss.

How to activate Wantok Wallet?



Self registration

Activate your Wantok Wallet by dialing *131#. Existing Mobile Banking users can activate their wallet within 'My Services'.

By invitation

Create a Wantok Wallet for someone else by sending funds from your Mobile Banking or Wantok Wallet to another mobile number. The recipient receives an SMS, dials *131# and follows the prompts to activate their Wantok Wallet.



Agent/Sub-branch

A person can visit a BSP Agent or Sub-branch to assist with registering for a Wantok Wallet.

Need more information?

For more information on Activation Steps see the following pages.

Onboarding

- Self-registration
- By invitation
- Agent/Sub-branch

You are not registered for this service, would you like to sign up for a Wantok Wallet?

1. Yes
2. Cancel

Self Registration/ Activation

Wantok Wallet Activation for customers without Mobile Banking

1. Dial *131#.
2. Select Yes to Sign Up.
3. Accept Terms and Conditions.
4. Enter your details.
5. Confirm and close the session.
6. Dial *131#.
7. Setup your PIN.
8. Wantok Wallet Activation for customers with Mobile Banking.
9. Enter your PIN.
10. Select My Services.
11. Select BSP Wantok Wallet.
12. Accept Terms and Conditions
13. Close Session
14. Dial *131#
15. Enter PIN
16. Access New Menu (Cash In/Out feature should be showing).

By Invitation

Create a Wantok Wallet for someone else by sending them funds from you BSP Account (via Mobile Banking) or your Wantok Wallet

1. Dial *131#.
2. Enter PIN.
3. Select funds transfer to Wantok Wallet
4. Enter recipients first name, last name, mobile number and date of birth.
5. Enter amount, confirm and send.
6. Send funds from BSP Mobile Banking or Wantok Wallet to a mobile number. The recipient receives an SMS, dials *131# and follows the prompts to activate their Wantok Wallet.
7. Recipient gets an SMS advising they've received funds and to dial *131# to activate their wallet
8. Dial *131#.
9. Select Yes to Sign Up.
10. Accept Terms and Conditions
11. Enter your details.
12. Confirm and close the session.
13. Dial *131#.
14. Setup your PIN
15. Access Main Menu

Cash withdrawal

- Cash-in/Cash-out through agent
- ATM withdrawal

BSP Wantok Wallet

1. Account Enquiry
2. Funds Transfer
3. TopUp Services
4. Payments
- 5. Wallet Cash In/Out**
6. My Services
7. Help

Send

Cancel

Withdrawing cash from your Wantok Wallet

At an Agent or ATM

1. Dial *131#.
2. Enter PIN.
3. Select **Wallet Cash In/Out** from the Main Menu.
4. Select Yes to generate code. The code is shown on-screen.

Funds Transfer

- Funds transfer to another account



BSP Wantok Wallet

1. Account Enquiry
2. **Funds Transfer**
3. TopUp Services
4. Payments
5. Wallet Cash In/Out
6. My Services
7. Help

Send

Cancel



Funds Transfer

Wallet to Wallet funds transfer (by invitation)

1. Dial *131#.
2. Enter PIN.
3. Select **Funds Transfer** from the Main Menu.
4. Select Wantok Wallet.
5. Select your Wallet to transfer from.
6. Select Funds Transfer to New.
7. Enter Recipient's First Name.
8. Enter Recipient's Last Name.
9. Enter Recipient's Date of Birth in the format (DD/MM/YYYY).
10. Enter Recipient's Mobile Number.
11. Enter Amount.
12. Enter Description.
13. Confirm transaction details.
14. Successful transaction with reference details.

What identification do I need for a Wantok Wallet?

- Existing BSP Mobile Banking customers can activate the wallet through the 'My Services' option.
- For a new-to-bank customer, the Wantok Wallet can be activated with no identification (just your mobile number, first name and last name). However, a lower limit will apply. To learn more about the limits and identification please refer to our website or visit your nearest BSP Agent.
- For customers who will transact more frequently or have more funds to send/receive, the following additional identification will be required for the different wallet Tiers :

Types of IDs and their points

37 Points : National Identification Card, Driver's License, Employment ID, Passport, Superannuation ID, Student ID

20 Points : Signed Referee Form with a passport sized photo of customer (signed by referee)

3 Points : Baptism Certificate, Confirmation letter of employment, Marriage Certificate, School Certificate, Referee form without photo

Wallet Type: Tier 1

Eligibility: Existing customers with BSP Mobile Banking *131#

Total ID points: 37+

Wallet Type: Tier 2

Eligibility: Customers that have satisfied minimum ID Requirements

Total ID points: 6 - 36

Wallet Type: Tier 3

Eligibility: First Name, Last Name and Mobile Number, provided during registration

Total ID points: NA



Or contact our Customer Call Centre on (+675) 7030 1212 or 320 1212 for more information.

Digital banking our customers can count on.

Wantok Wallet is flexible to meet a customer's needs based on the frequency and value of transactions.

Receiver	Sender				
	Limits	Mobile Banking	Tier 1	Tier 2	Tier 3
Tier 1 Bal Limit: K5k Annual receiving limit: K60k	TranLimit	1,000	1,000	750	–
	DailyLimit	3,000	3,000	2,000	–
Tier 2 Bal Limit: K2k Annual receiving limit: K24k	TranLimit	1,000	750	750	–
	DailyLimit	3,000	1,500	1,500	–
Tier 3 Bal Limit: K0.5k 500 Rolling annual Inflow limit	TranLimit	500	500	500	–
	DailyLimit	500	500	500	–

Wantok Wallet Support

- What happens if I forget my PIN?

You can reset your PIN by contacting our Customer Call Centre on (+675) 7030 1212 or 320 1212.

- What happens if my phone/SIM card is lost or stolen and/or I have a new mobile number?

Please contact our Customer Call Centre on (+675) 7030 1212 or 320 1212 for immediate assistance. They will need to place a STOP on your mobile number and will advise next steps.

BSP Financial Group Limited

320 1212 | 7030 1212

servicebsp@bsp.com.pg

www.bsp.com.pg

