

# BSP INTERNET BANKING

## Quick Reference Guide

### MAKE A LOAN REPAYMENT



## Quick Reference Guide: Make a Loan Repayment



### Use this Quick Reference Guide to:

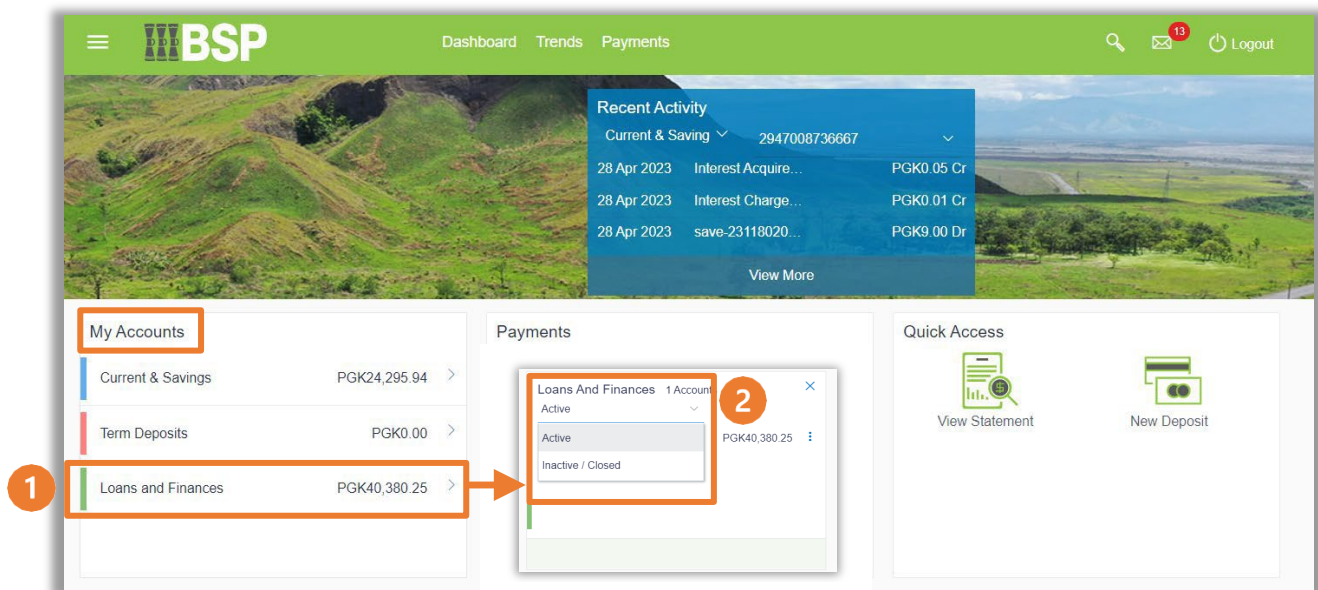
Make a repayment to and view any arrears on your active Loan Account.

### Make a Loan Repayment

Use the **Repayment** function to make a loan repayment from your current BSP accounts. This option also allows you to view any arrears.

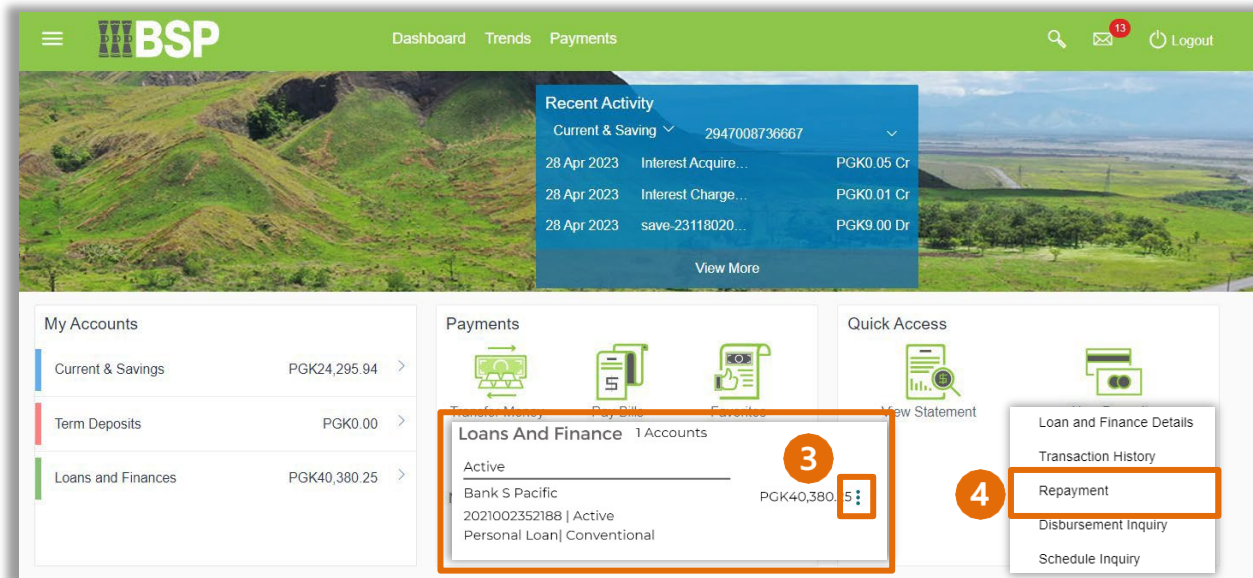
1. Select **Loans and Finances** under **My Accounts** from your **BSP Internet Banking Dashboard**
2. Select **Active** from the **Loans and Finances drop-down** menu, to view your active accounts

Note: Select **Inactive / Closed** – to view inactive or closed accounts.

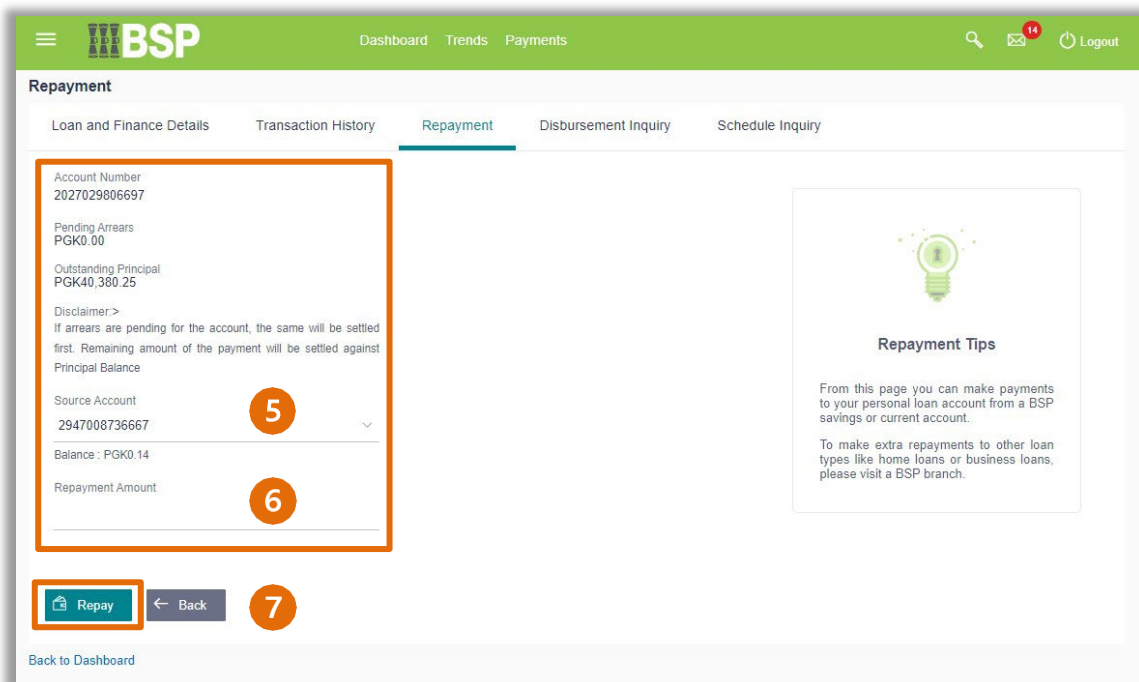


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3. Click the **three-dots** to open the menu options
4. Select **Repayment**

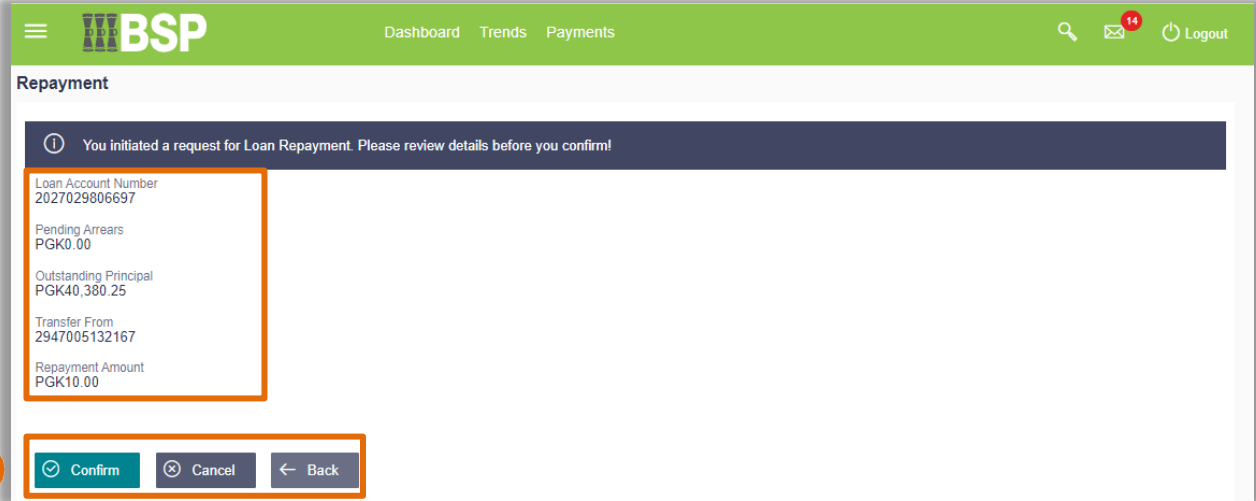


5. From the **Source Account drop-down** menu, select the payment account
6. Enter the **Repayment Amount**
7. Select **Repay**



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8. If the repayment details are correct, select **Confirm**. If not, select **Back** to revise the information or **Cancel** to exit the screen



The screenshot shows the BSP (Banking Service Provider) interface for a loan repayment. The header is green and contains the BSP logo, navigation links for Dashboard, Trends, and Payments, and a Logout button. A notification banner at the top states: "You initiated a request for Loan Repayment. Please review details before you confirm!". Below this, a box displays the following details:

- Loan Account Number: 2027029806697
- Pending Arrears: PGK0.00
- Outstanding Principal: PGK40,380.25
- Transfer From: 2947005132167
- Repayment Amount: PGK10.00

At the bottom, there are three buttons: "Confirm" (green), "Cancel" (grey), and "Back" (grey). A circled number "8" is positioned to the left of the buttons.

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### Repayment Verification

Verify your repayment using your preferred verification method when registering for BSP Internet Banking:

#### Option 1 - Mobile and Email Verification

A verification code will be sent to your registered mobile number and email address.

1. Enter the verification code in the designated space
2. Select **Submit** to complete the repayment

The screenshot shows a 'Transfer' screen with a 'One Time Verification' section. A message states: 'A verification code has been sent to your registered mobile number. Please enter that code below to complete the process'. There is a text input field for the 'Verification Code' with a 'Resend Code' link below it. Below the input field, it says 'Attempts Left: 3'. A 'Reference Number' field displays '625135'. At the bottom, there are 'Submit' and 'Cancel' buttons. An orange box highlights the 'Verification Code' field and the 'Submit' button, with a '1' in a circle next to the first box and a '2' in a circle next to the 'Submit' button.

#### Option 2 – Soft Token Verification

Using the **BSP PNG PaySecure App** on your mobile device to generate a One Time Password (OTP).

1. Enter the One Time Password (OTP) into the **One Time Password** field
2. Select **Submit** to complete the repayment

The screenshot shows a 'Transfer' screen with a 'Soft Token Verification' section. It includes instructions: 'Please follow the steps to generate an OTP (One Time Password)' and a list of steps: '• Open Soft Token App on your handheld device and login with your PIN' and '• Enter the OTP displayed on the screen in the textbox below'. There is a 'One Time Password' field with a masked input (dashes) and a 'Resend Code' link. Below the field, it says 'Reference Number: 853153' and 'Attempts Left: 4'. At the bottom, there are 'Submit' and 'Cancel' buttons. Three orange boxes highlight the instructions, the 'One Time Password' field, and the 'Submit' button, with '1' in a circle next to the first box, '2' in a circle next to the second box, and '3' in a circle next to the third box.

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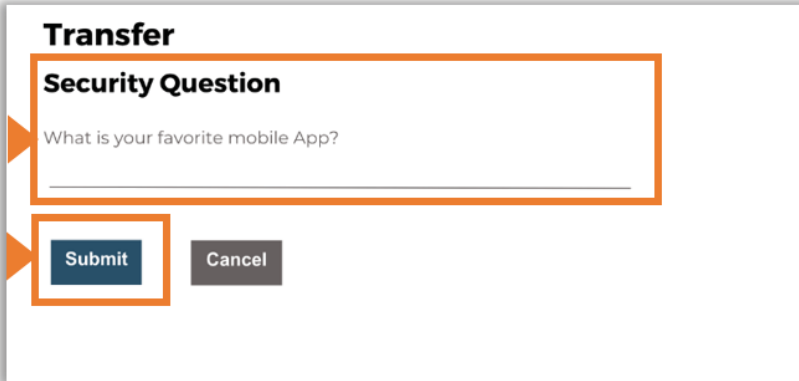
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### Option 3 – Security Question

Answering one of five (5) security questions.

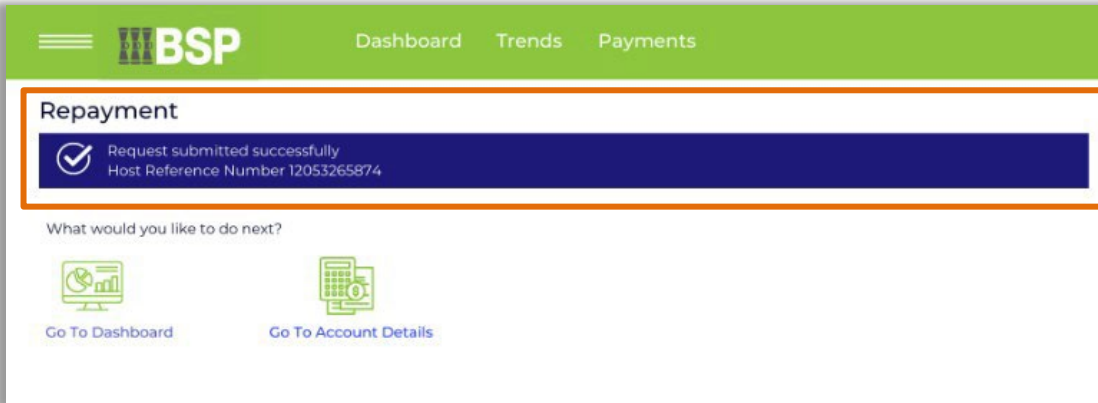
1. Answer the question
2. Select **Submit** to complete the repayment

Note: If you answer incorrectly, another question will be displayed. Repeat the above steps.



The screenshot shows a mobile application interface titled "Transfer". Below the title is a section labeled "Security Question" with a text input field containing the question "What is your favorite mobile App?". Below the input field are two buttons: "Submit" and "Cancel". Two orange callout boxes with numbers "1" and "2" are overlaid on the image. Callout "1" points to the text input field, and callout "2" points to the "Submit" button.

Once the verification process is complete, the confirmation screen indicates a successful repayment.



The screenshot shows a mobile application interface titled "Repayment". At the top, there is a green navigation bar with the BSP logo and menu items "Dashboard", "Trends", and "Payments". Below the navigation bar is a blue confirmation banner with a checkmark icon and the text "Request submitted successfully" and "Host Reference Number 12053265874". Below the banner is the text "What would you like to do next?". There are two buttons with icons: "Go To Dashboard" (with a monitor and bar chart icon) and "Go To Account Details" (with a calculator and coin icon).

### Additional Support

Please contact the BSP Customer Call Centre:

**Phone:** (+675) 3201212 or 7030 1212

**Email:** [servicebsp@bsp.com.pg](mailto:servicebsp@bsp.com.pg)

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