

For Support:  (+675) 70301212, (+675) 3201212  servicebsp@bsp.com.pg  www.bsp.com.pg  Visit your nearest BSP branch

Using your Card at ATMs and EFTPoS

Is there a change to accessing my main accounts with my bank card?

Your Kundu Card, Kids Savings Card/Account, Sumatin Card or VISA Debit Card is linked to your main account and you can continue to access your account using ATM and EFTPoS services.

My main account is a Savings Account. Is there any change to how I can access my main account?

Your main Savings Account has been changed to a Cheque Account. Use your bank card by selecting "CHEQUE" when using ATM and EFTPoS. Customers with Sumatin Accounts and Kids Savings Card/Account must also select "CHEQUE" at ATMs and EFTPoS..



This is a product change and it does not change the customers' account number or account details.

I normally select "CHEQUE" at the ATM or EFTPoS, are there any changes to my Cheque Account and how I transact?

There are no changes to the way you use ATM and EFTPoS services. Your main account is a Cheque Account

My card was linked to my Savings and Cheque Accounts, and I would normally be able to choose between my 2 accounts at ATMs or EFTPoS services. How do I know which account my card is linked to after this change?

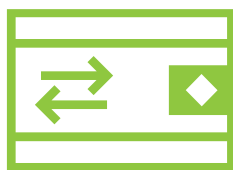
After this change your main account will be the only account linked to your bank card when using ATMs and EFTPoS services. You will notice that you bank card will no longer have access your other account. It is recommended you register for Internet Banking and Mobile Banking to access and manage transfer of funds between your accounts.

Account Number, Customer ID and Card PIN

Will my account number remain the same?

There is no change to your 10-digital account number.

For Customers with 8-digital account numbers, you must state your accounts with leading zeros to make up a 10-digital format. For example "12345678" should be stated as "00123456789".



Will my BSP Customer ID Change?

There is no change to 10-digit account numbers.

For Customers with 8-digit account numbers, when transacting, you must state your account with leading zeros to meet the required 10-digit format. For example, account number "12345678" should be stated as "00123456789".

Will my current PIN be valid?

Your PIN will remain the same for your bank card.

Transfer and Depositing to BSP Accounts

What bank account information do I need to make a transfer or deposit?

For salary processing, transfers and deposit transactions, ensure the BSP beneficiary account number is 10-digits. In some instances, you may be asked to enter the Branch Number of a beneficiary account.



What digital services can I use to make transfers?

Register for Mobile Banking and Internet Banking services to make transfers between your own accounts, to other BSP accounts, other PNG Bank Accounts and International transfers.

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Fees, Interest and Disputes



Will there be additional fees with the account change from Savings Account to Cheque Account?

Account Fees will vary depending on the type of account.

Refer to the BSP website for information on our fees and charges www.bsp.com.pg

Will I still earn interest on my account?

Interest is applicable based on the type of account.

Refer to the BSP website for information on our fees and charges www.bsp.com.pg

Who do I contact for card disputes?

Report card disputes at your nearest BSP branch or contact the BSP Customer Call Centre on email servicebsp@bsp.com.pg or phone (+675) 3201212 / (+675) 70301212.

Applying for a new card or replacement card



Do I need to apply for a new card?

You can continue to use your existing card.

Can I apply for a new or replacement card online?

You will need to visit your nearest BSP branch to apply for a new card.

Can I get a replacement card on the same day I lodge my card application?

For Kids, Sumatin and Kundu Cards, issuance is instant on the same day. For VISA debit cards, issuance will take longer to be delivered to branches.

Will my name be printed on my card if I apply for a new or replacement card?

Your name will be printed only on your VISA debit card. For Kids Savings Card/Account, Sumatin Account and pre-generated Kundu Accounts, bank cards will not have customer names printed on them.

Other Services - Mobile Banking, Internet Banking and BSP PNG Banking App



Will the system upgrade affect my account and services linked to it such as Mobile Banking and Internet Banking?

Other banking services linked to your bank account have not changed:

- **Mobile Banking *131#** service – Log on using your existing PIN.
- New **Internet Banking** service requires you to reset your account access with a new Bank-issued Username. Use your old Internet Banking Password to complete your initial login. You will be required to reset your Internet Banking password thereafter.
- **New BSP PNG Banking App** is available for download from Apple and Google Stores. Use your new Internet Banking Username and Password to login to the App.