

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

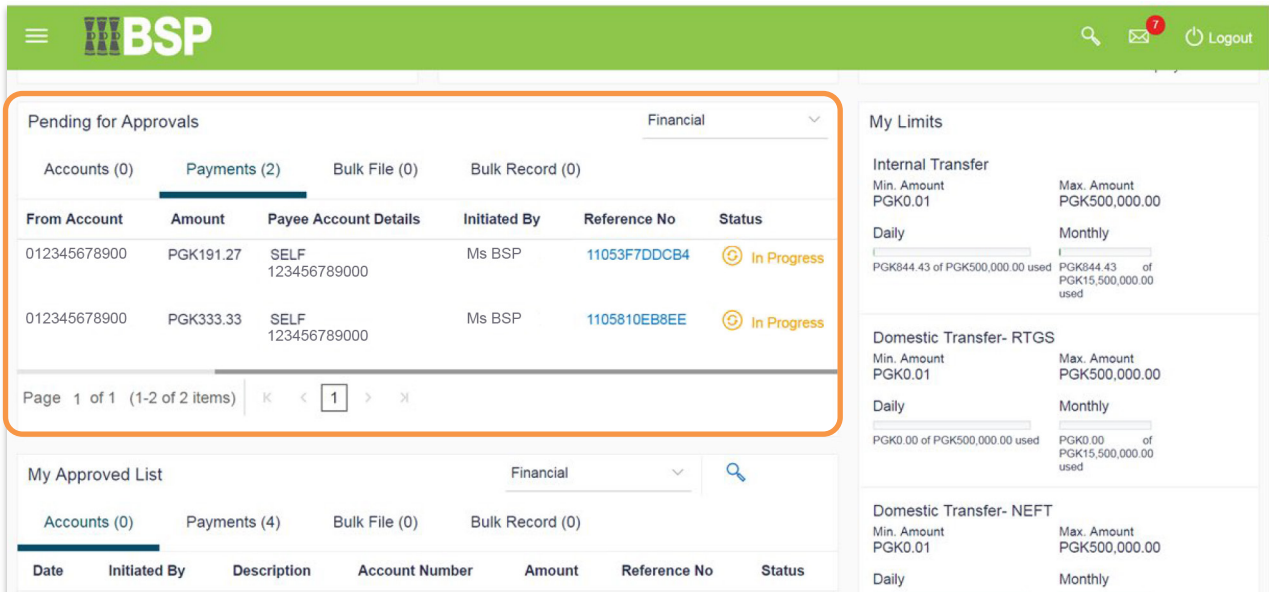
Changes to Pending Approval Alerts

Some SMS, Email and Push Notifications have now been disabled, which means that you will no longer receive any notifications to approve any pending transactions. If your role requires you to approve transactions or any other requests, go to Online Business Banking to identify any pending items for approval in the following locations:

1. Customer Dashboard

After logging into Online Business Banking, go to your **Approver dashboard** to identify any items **Pending for Approvals**.

Note: Use the **My Approved List** to view a history of items previously approved.



The screenshot shows the BSP Online Business Banking dashboard. The 'Pending for Approvals' section is highlighted with an orange box and contains a table with the following data:

From Account	Amount	Payee Account Details	Initiated By	Reference No	Status
012345678900	PGK191.27	SELF 123456789000	Ms BSP	11053F7DDCB4	In Progress
012345678900	PGK333.33	SELF 123456789000	Ms BSP	1105810EB8EE	In Progress

Below this table is a pagination control: Page 1 of 1 (1-2 of 2 items) with navigation arrows and a box around the number 1.

The 'My Approved List' section is also visible below, showing a table with columns: Date, Initiated By, Description, Account Number, Amount, Reference No, and Status.

2. Secure Mail

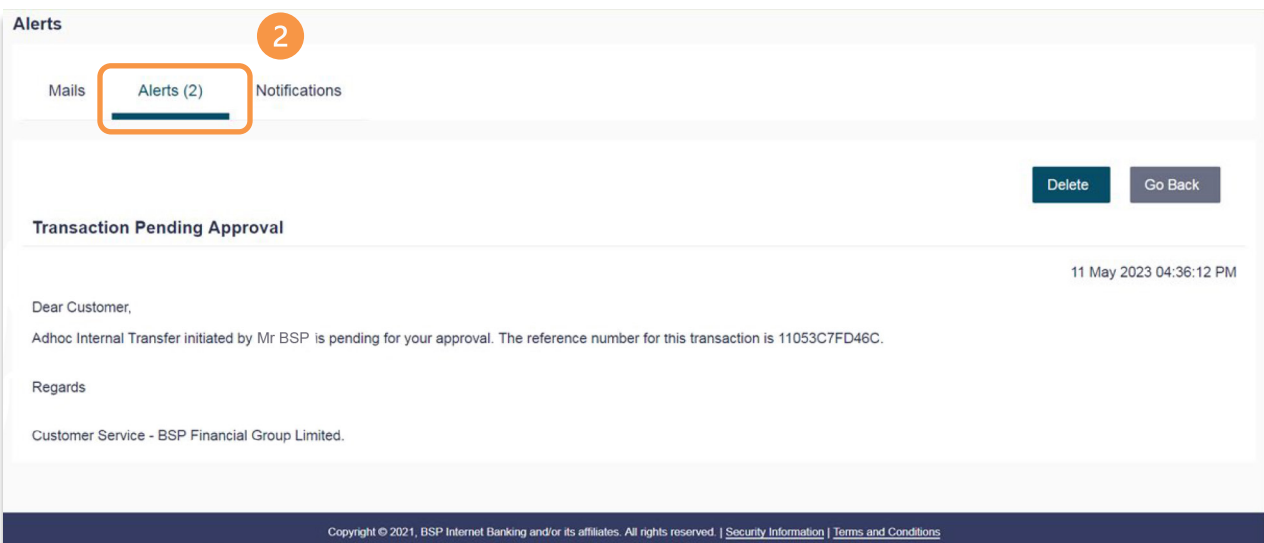
After logging into Online Business Banking, open your secure mailbox to check for any unopened alerts. ¹

Note: the number of unopened alerts can be easily identified in the mailbox envelope icon. ¹



The screenshot shows the top navigation bar of the BSP Online Business Banking interface. The mailbox icon (envelope) is circled in orange and has a red notification bubble with the number 1 next to it.

Once your mailbox is open, go to **Alerts** ² to check for any pending approvals for action.



The screenshot shows the 'Alerts' section of the mailbox. The 'Alerts (2)' tab is highlighted with an orange box and has a red notification bubble with the number 2 next to it. Below the tabs, there are 'Delete' and 'Go Back' buttons. The main content area displays a 'Transaction Pending Approval' alert with the following text:

Dear Customer,
Adhoc Internal Transfer initiated by Mr BSP is pending for your approval. The reference number for this transaction is 11053C7FD46C.
Regards
Customer Service - BSP Financial Group Limited.

The date and time of the alert are 11 May 2023 04:36:12 PM.

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Customer Support

For more information, speak to your Relationship Manager or contact BSP Call Centre on (+675) 70301212, (+675) 3201212 or email servicebsp@bsp.com.pg.