

GENERAL

1. What is the Corporate Visa Card?

It is a globally accepted payment card issued by BSP Financial Group Ltd that provides secure access to funds and streamlines business expenses management.

2. Who can use Corporate Visa Card?

Businesses, Corporates, NGOs and Government Organisations can apply for Corporate Visa Card to be issued to nominated cardholders within their organisation.

3. How can my organisation apply for Corporate Visa Card?

Lodge your Corporate Visa Card Application form at any BSP branch or deliver to your Relationship Manager.

4. Do nominated cardholders have to be BSP customers?

No, however each nominated cardholder must satisfy BSP identification requirements.

5. What is the minimum and maximum number of cards we can apply for?

The minimum number of cards an organisation can apply for is one (1). There is no maximum limit on number of cards that can be applied for.

6. Can a cardholder be issued more than one card?

No, each cardholder must be issued only one Corporate Visa Card under each organisation.

7. Can a cardholder use their card details to make card-less or online purchases?

Yes, cardholders can perform card-less transactions and online purchases by providing the necessary card details to a merchant or service provider.

8. What security measures are in place to protect the card?

BSP uses EMV chip technology to secure transactions performed at ATM & EFTPoS terminals. Each card is issued with a PIN and has daily transaction limits in place to control spending. Online purchases require 3D Secure authentication and you receive Visa Alerts to your registered Mobile or email when transactions are performed using your card.

9. Do I need to advise BSP Financial Group Ltd if/when I am travelling overseas?

Yes, it is important that you advise BSP Financial Group Ltd of your travel overseas so that they can update your card details to avoid any inconvenience.

10. What details do I need to provide?

It is important that you provide BSP Financial Group Ltd your;

- a. Travel Dates and estimated date of your return
- b. Travel destinations (locations and duration of your stay in each place)
- c. Card details (16 digits on the face of the card)
- d. Contact details (Email or contact number)

11. What is 3D Secure?

3D Secure is a security protocol used by banks worldwide to authenticate online card transactions. C+It is a service facilitated by Visa and Mastercard that allows you to transact securely online using your Corporate Visa Card.

12. Do I need to register for 3D Secure?

3D Secure registration is now automated which means if your mobile number is updated on BSP system, you will receive the One Time Password via the registered mobile number.

13. What do I do if I do not receive the One Time Password?

It is most likely that your current mobile number is not updated.

Please call into your nearest BSP Branch to update your current mobile phone number. This will be done each time you change your mobile phone number.

You could also contact our Customer Contact Centre by call the telephone number on the back of your card to update your mobile phone number. Or alternatively on telephone numbers 3201212 or 70301212 (if in PNG), +675 70301212 (if Overseas)

Allow for 24hours for the update to become effective prior to perform online transactions.

14. Where can the Corporate Visa Card be used?

It can be used anywhere in the world where the Verified by Visa symbol is displayed.



15. What should cardholders do if they detect suspicious transactions?

Please contact us via email - tcsfraud@bsp.com.pg or mobile phone number +675 71575912, advising us of the issue and we will assist.

16. What should cardholders do if the card is lost, stolen, or damaged?

The cardholder or organisation must immediately call BSP Customer Contact Centre on 320 1212/ 7030 1212 (local) or +675 305 7900 (international) to report the status of the card. You can also contact your Relationship Manager or visit the nearest BSP branch to report the loss.

17. Are there any fees for our use of the cards?

Yes, the following fees apply:

1. Application Fee - automatically charged when card is processed
2. Annual Fee - automatically charged yearly on anniversary of the card
3. Transactional Fees - charged based on card usage and channel used. For more information, refer to our Corporate Banking Fee Listing available on our website www.bsp.com.pg.

18. What is a Cardholder Account?

The Cardholder Account is a cheque account opened for facilitating purchases and withdrawals done using the card. There must be sufficient funds or credit available in the cardholder account to authorise transactions done using the card.