

Consumer Rights

If you are not satisfied with this product or service, you have the right to raise a verbal or written complaint to BSP.

We endeavour to resolve your complaint within but not more than 30 working days.



320 1212 / 7030 1212 - 24/7



servicebsp@bsp.com.pg



www.bsp.com.pg



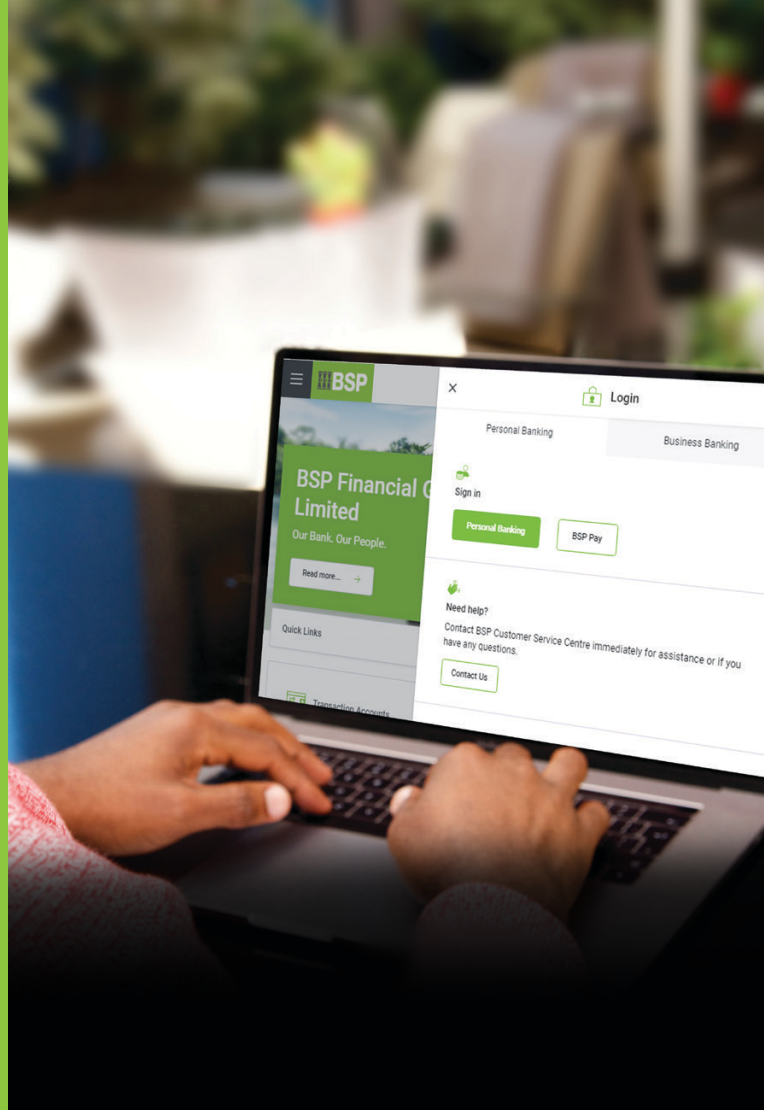
Visit your nearest BSP branch

BSP Financial Group Limited 1-4815



0722

EB 188



PERSONAL INTERNET BANKING

Banking at your finger tips



BSP

Access your finances securely online, 24/7.

BSP Personal Internet Banking is an internet based service that provides you access to your bank account(s) 24 hours, 7 days a week.

Features

■ Accounts

View your balance(s).

■ Transactions

View your transactions.

■ Transfer Money

Transfer funds between your accounts and other accounts within PNG.

■ BillPay

Pay your bills to registered billers.

■ Messages

Send and receive secure messages to and from our Customer Contact Centre.

■ Future Payments

Create, view and maintain payments.

■ eStatements

View and print your statements.

■ Payees

Add payees to your list.

■ Personal Billers

Manage your billers.

■ FX Payments

Transfer funds overseas.

■ BSP VISA Alerts

Set up VISA alerts to receive notification when your VISA Debit Card is used.

■ 3D Secure

Register for 3D secure to protect your online purchases.

■ Security

Change your password.

■ Session History

View your login sessions.

How to Apply

1. Complete a Personal Internet Banking Application form. This is available on our website or at your nearest branch.
2. Submit your application form at your nearest BSP branch.

How to Log in

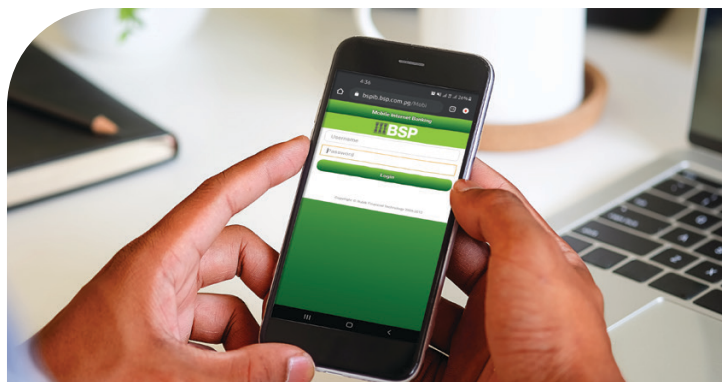
1. Go to the BSP website: www.bsp.com.pg
2. Click on the Login tab.
3. Select Personal Banking.
4. Enter your Username (BSP Customer ID) and Password to login and access the service.

How to obtain your BSP Customer ID

1. Use the Mobile Banking service
 - Dial *131#
 - Enter your Mobile Banking PIN
 - Select 5 - My Services
 - Select 10 - View User ID
2. Contact our Customer Contact Centre

Contact Us

If you need help with your Internet Banking, use the contact details provided on the back of this brochure.



Fees and Charges

Information on our fees and charges is available on our website: www.bsp.com.pg and at our branches.