

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 hours, 7 days a week



servicebsp@bsp.com.pg



www.bsp.com.pg



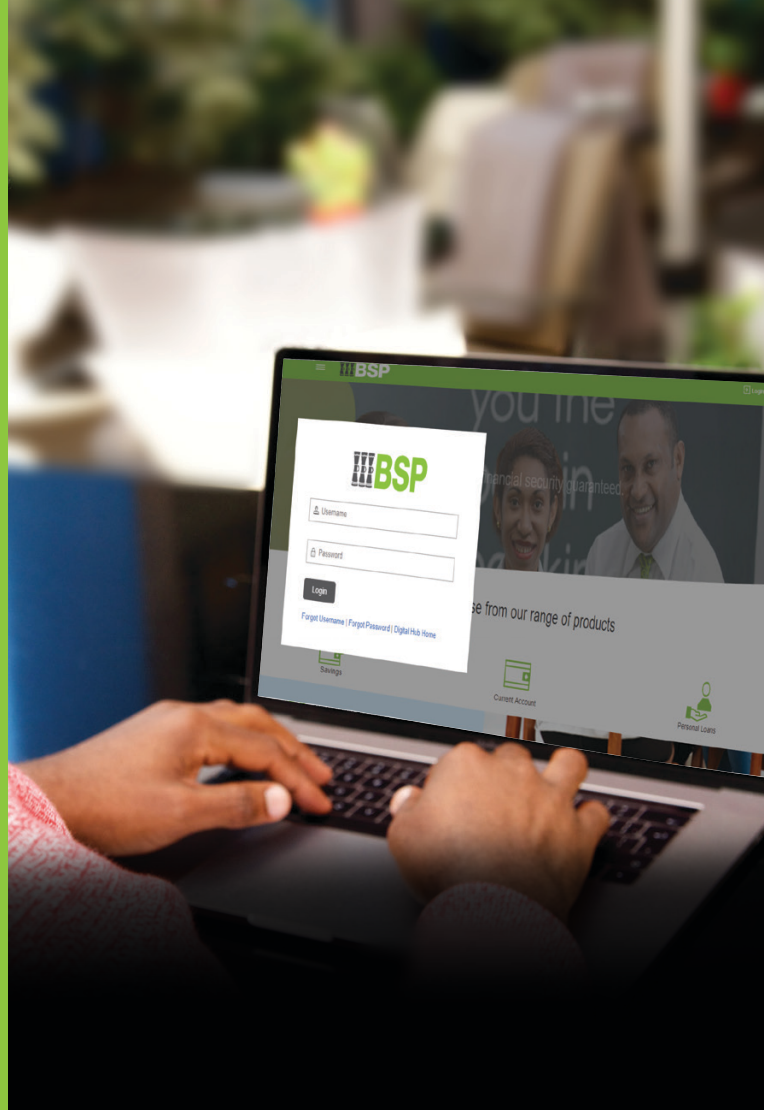
Visit your nearest BSP branch

BSP Financial Group Limited 1-4815

0323



EB 188



BSP INTERNET BANKING

Banking at your fingertips



Do your banking securely online.

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

Features

- Self-register for Internet Banking (New users)
- Open and manage your term deposit
- Apply for a savings account and track your application
- Apply for a personal loan and track your application
- View your accounts and transactions
- View your loan details and make repayments
- Transfer funds to BSP accounts, other bank accounts within PNG and overseas
- Make utility, airline, school fee and mobile merchant payments
- View and download your statements
- Locate BSP ATMs, branches and agents

How to Apply

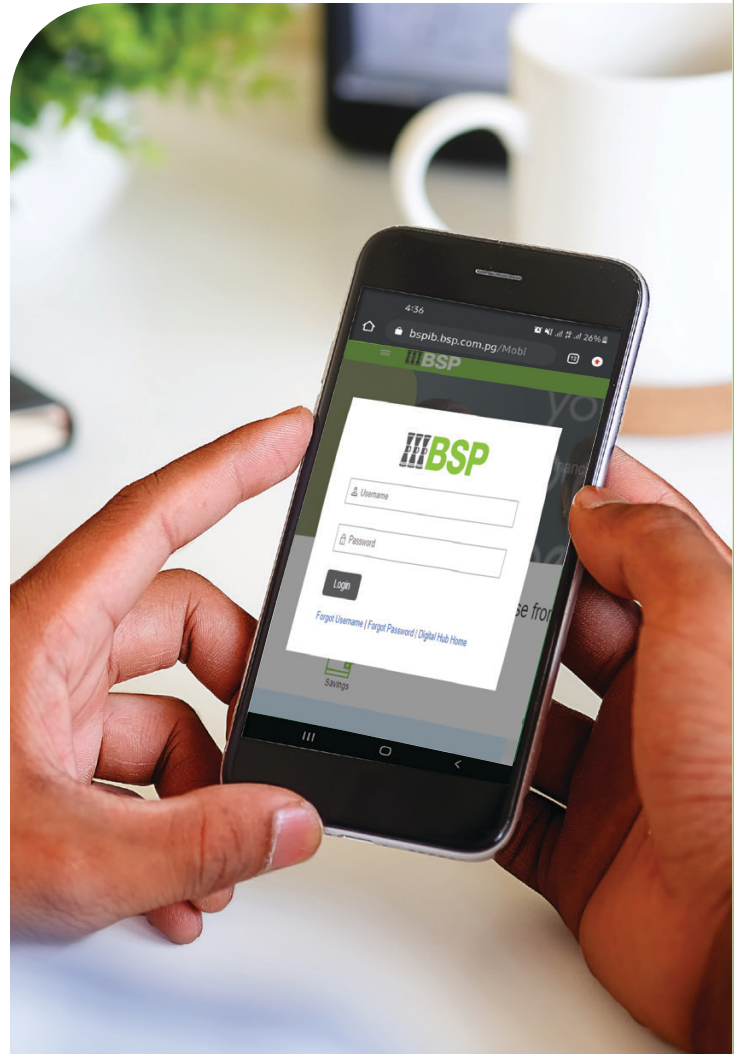
1. Complete an Internet Banking Application form. This is available on our website or at your nearest branch. Submit your application form at your nearest branch.
2. You can self register online by visiting the BSP Internet Banking log in page on our website.

How to Log in

1. Go to the BSP website: www.bsp.com.pg
2. Click on the Login tab
3. Enter your Username and Password to login.

Contact Us

If you need help with 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.