

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

Why are there new transactions showing up on my account labelled CASA DEBIT?

There has been a delay in BSP VISA Debit Card transaction processing since 11th April, 2023. BSP has recovered funds for genuine transactions made between April and May 2023 respectively, which will now appear in your full statement, which you can view online.

Current Account Savings Account (CASA) refers to a bank account that allows customers to conduct transactions. CASA Debit in this scenario is the transaction narration that appears for BSP customers viewing their transactions on all statements.

Why does this recovery apply to my debit card when I had funds?

When you use your card, BSP initially pays for the purchase after determining whether you have enough funds in your account and then subsequently debits your account. In this scenario, the debit to your account was delayed and now BSP are recovering the funds.

Where can I view the full list of transactions?

Customers should use BSP Internet Banking or in-branch statements to view a detailed breakdown of their transactions as Mobile Banking and ATM mini statements will only identify the debit as a 'CASA Debit'.

How do I identify the debits on my statement?

A description of the transaction will appear on customer's statements in the following format:

25 - JUL - 2023	25 - JUL - 2023	CASA Debit UBER TRIP_14.04.2023-999vs0 2232065122	20.16
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CASA Debit – Transaction narration to preface the debit

Merchant Name – Merchant details where the transaction was completed

Purchase Date – Completed transaction date

Transaction Reference Number – A unique BSP 16-digit number assigned to the transaction

Are there any more transactions to process?

BSP still has to process completed transactions for the months of June and July and will keep you informed of any planned recoveries.

Can I include payments to BSP and other banks in a single file?

Yes, a file may include payments made to accounts at other local banks and BSP accounts.

What if there was a transaction I didn't authorise?

If you have a transaction dispute, please contact our Customer Call Centre with as much information as possible. Contact details for Personal customers are as follows:

BSP Customer Call Centre, Tel: (+675) 3201212 or (+675) 7030 1212 or
by email: servicebsp@bsp.com.pg

Will I be charged overdraft fees if my account has been overdrawn?

Yes. However, BSP will reimburse your overdrawn fees at the end of the month if your account has been overdrawn because of the recovery actions. Customers still remain liable for the transaction charge.

What if I can't payback my overdrawn account following the recovery actions?

Please contact our Customer Call Centre on (+675) 3201212 or (+675) 7030 1212 in the first instance to discuss your circumstances.