

For Support:  (+675) 7030 1212 or 320 1212

 [servicebsp@bsp.com.pg](mailto:servicebsp@bsp.com.pg)

 [www.bsp.com.pg](http://www.bsp.com.pg)

 Visit your nearest BSP

### 1. What is a complaint?

A complaint is when you are dissatisfied and want us to fix something. A complaint can be about our products, services, processes, staff, how you were treated, or the complaint handling process itself.

### 2. How can I make a complaint?

**Online:** Use our [online complaint form](#)

**Email:** Send an email to [servicebsp@bsp.com.pg](mailto:servicebsp@bsp.com.pg)

**Phone:** Call us on (+675) 320 1212 or 7030 1212 (24 hours, 7 days excluding Public Holidays)

**In branch:** Visit us at your nearest branch to share your complaint in writing or over the counter

<https://www.bsp.com.pg/locate-us>

### 3. When will my complaint be resolved?

Depending on the type of complaint, most can be resolved on the spot or within a few days. If we are unable to immediately resolve your complaint, we will let you know and do our best to resolve your complaint within 30 business days.

### 4. How do I know BSP received my complaint?

You will receive a Complaint Acknowledgement Letter which contains a unique reference number. If you have not received your letter within 24 hours, please contact our Customer Call Centre on (+675) 320 1212 or 7030 1212.

### 5. How do I follow up my complaint?

You can quote your unique reference number at any BSP Branch or Customer Call Centre to track the status of your complaint.

### 6. What can I do if I am not satisfied with the outcome of my complaint?

If you have raised a complaint with us and you are not satisfied with the outcome or handling of your complaint, you can lodge a complaint with the Bank of Papua New Guinea.

**Email:** [complaints@bankpng.gov.pg](mailto:complaints@bankpng.gov.pg)

**Post:** Customer Complaint Help Desk, P.O Box 121, Port Moresby, NCD, PNG.

### 7. Can I make a complaint if I am not a BSP customer?

Non-BSP customers can make general complaints related to BSP. If your complaint is about a non-BSP account or transaction, please contact your respective bank.