

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



Open a Term Deposit Account

Top up Phone credits

Purchase airline tickets

Apply for a Personal Loan

Pay school fees

Transfer money

Purchase Easipay

BSP PNG APP

Banking made easy

0323

Convenience, Accessibility and Service at your fingertips.

Transform your online banking experience with the BSP PNG App; convenient with options to enhance your banking needs.

What is BSP PNG App?

BSP PNG App is our innovative solution to conduct banking on the go. It is now available for our personal and business customers. Access your personal and business profiles on one device.

Manage your Personal Banking

- Make multiple transfers to BSP, other banks or overseas banks in one transaction
- Make your utility payments
- Apply for a personal loan
- Self-register for Internet Banking
- Track your application (Loan, current account or savings account)
- Make loan repayments
- View your loan repayment schedule
- View and download e-receipts
- View and download your transaction history
- Locate BSP ATMs, branches and agents

Manage your Business

- View and download statements
- Make your employee salary payments
- Create and approve payments on the go
- Make multiple transfers to BSP, other banks or overseas banks in one transaction
- View and print statements for term deposits and loans

- View and initiate trade finance instruments
- View overdraft limits
- Make multiple bill payments in one transaction
- Send a secure bank mail to BSP
- Stop cheques
- Perform cheque status inquiry
- Update contact information
- View transaction limits

Important information

- Our BSP PNG App is free. Your mobile carrier's message and data rates may apply
- No personal data is stored on your device

Your money and personal details are protected because;

- BSP PNG App is guarded by encryption to ensure none of your personal or banking details are stored on your device
- One-time passwords provide second layer of authentication for registrations and transactions
- After three (3) consecutive tries with an incorrect password, you will be locked out

How to log onto BSP PNG App?

Customers can login using their Internet Banking username and password. Personal BSP customers can also use the self-register option to activate BSP PNG App.

Password Requirements for the App

- Must not be a common password
- Be at least eight (8) characters long but not more than fifteen (15) characters
- Contain at least one number (0-9), one upper case letter (A-Z) and one lower case letter (a-z)
- Contain a minimum of one special character (Allowed characters are @,%+,!,#,\$,?,:,,(,),-,_)
- Must not contain more than three (3) consecutive alpha-characters
- Must not contain more than two (2) identical characters consecutively

Start using the App

1. Download the BSP PNG App from Google Playstore or Apple Store and install onto your smartphone¹.



2. Enter your Username and Password to login and access the service.

Contact Us

If you need help with BSP PNG App, use the contact details provided on the back of this brochure.



Fees and Charges

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

¹ Android version 9+
iOS version 15+