

CUSTOMER NOTICE

SERVICE UPDATE

BSP Financial Group Limited has been serving customers in Papua New Guinea since 1957.

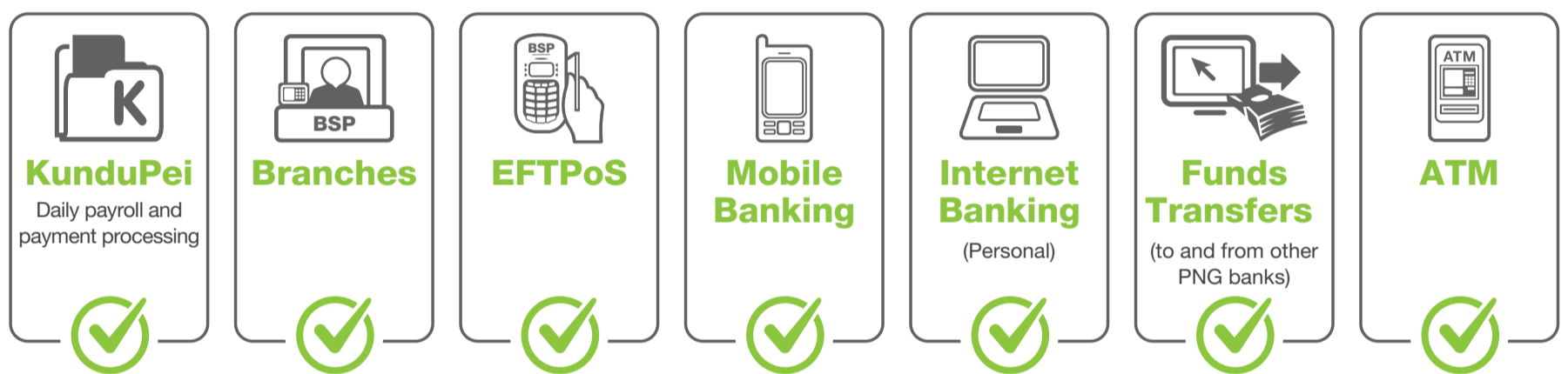
We pride ourselves on providing accessible and convenient services to customers in communities across PNG.

We acknowledge that recently our banking services have not been at the level you deserve, and we apologise for the inconvenience.

Our dedicated team of BSP specialists and global vendors are working on the remediation of issues 24/7 and we continue to work with impacted customers on a case-by-case basis, until all are resolved.

We thank customers who have provided us with feedback.

BSP is pleased to confirm that most of our services are operating as normal.



Please note, for all BSP services operating as normal, there may be occasional exceptions that cause delays. Please contact your usual BSP team member for support.

There are, however, some services we are working to improve.

	Cheques We are experiencing delays clearing some cheques due to technical issues.
	International Payments (T/T) We are experiencing delays processing some international payments due to technical issues.
	BSP Internet Banking (Business) We are working with customers facing payment authority issues. Please contact your relationship manager or your local branch if you have any questions.
	BSP Customer Call Centre We are working with customers facing payment authority issues. Please contact your relationship manager or your local branch if you have any questions.

Our website is updated regularly with the latest status of our services: www.bsp.com.pg.