

# CUSTOMER NOTICE

## SYSTEM UPDATE

Dear Valued Customers,

We thank you for your patience and understanding, as we steadily improve the efficiency of our banking services.

While the number of technical issues recently impacting some of our banking services has significantly reduced, we are continuing to implement additional measures to support customers' access to more timely information and updates.

### ■ **BSP Service Update Page**

To view daily updates on the availability of all banking services, visit the new Service Update page on the BSP Website.

**[www.bsp.com.pg/service-update/](http://www.bsp.com.pg/service-update/)**

### ■ **BSP Customer Support Page**

To access self-help information on BSP banking services, such as Quick Reference Guides and Frequently Asked Questions, visit the new Customer Support Page on the BSP Website.

**[www.bsp.com.pg/customer-support/](http://www.bsp.com.pg/customer-support/)**

### ■ **BSP Customer Call Centre**

We have deployed additional resources to our Customer Call Centre, as we continue to experience higher than normal call volumes. Our telephone numbers are: (+675) 7030 1212 or (+675) 320 1212.

### ■ **BSP Branches**

Our branches are operating as normal and our staff are ready to assist customers with their everyday banking needs.

BSP is committed to providing customers with improved service standards.

If you have any queries, please contact our Customer Call Centre on (+675) 70301212, (+675) 3201212 or email: [servicebsp@bsp.com.pg](mailto:servicebsp@bsp.com.pg)

*Terms and Conditions apply.*

 320 1212 / 7030 1212 - 24/7

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

BSP Financial Group Limited 1-4815



Our Bank. Our People.