



# Welcome

to the Leading Bank of the South Pacific



BANK OF SOUTH PACIFIC LIMITED

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







capability

Attention to detail, service and the latest in banking

# Welcome from our CEO



Bank South Pacific (BSP) is an iconic and unique bank in Papua New Guinea and the Pacific, recognised for its strong commitment to the region and its Melanesian uniqueness.

BSP has the largest branch network in Papua New Guinea, Cook Islands, Fiji, Solomon Islands, Samoa, Tonga and Vanuatu with branches and sub branches in cities and towns in these countries and also in remote rural locations. Our branch network is complemented by electronic banking capabilities that can meet the banking needs of our customers wherever we operate.

At BSP, we're proud of our whole of BSP capabilities whereby our teams in Corporate, Retail, Paramount and Treasury are able to provide solutions to our clients, drawing on our capabilities and broad presence across the Pacific.

This capability is unmatched by our competitors.

Papua New Guinea and the Pacific is our home. We have knowledge, history, experience and a commitment to the region that other financial institutes cannot offer.

BSP offers Premium Banking Services Centres in all major towns wherever we operate across the region. Our BSP First and BSP Priority personal banking offerings will satisfy even the most demanding expectations.

BSP also has three 100% owned subsidiaries; BSP Capital Ltd - stockbroking and funds management in PNG; BSP Finance - specialist Asset Finance company in PNG, Fiji, Solomon Islands and Cambodia and BSP Life - specialist Life Insurance company in Fiji and PNG.

BSP expanded our reach to Tonga, Samoa and Cook Islands in 2015 and more recently to Vanuatu in 2016. This reinforces our position as the Leading Bank of the South Pacific. We continue to have a strong commitment to providing the highest level of customer service and customised financial solutions to our customers.

This is an exciting time for us as we welcome new businesses and colleagues in the Pacific and the future promises to be exciting and rewarding for all of us.

I invite you to contact BSP if you intend to do business in Papua New Guinea and the Pacific, a region which we are proud to call home.





# A brief history of BSP

Bank South Pacific Limited opened its doors in 1957 in Port Moresby as a branch of the National Bank of Australasia Limited. In 1995 a consortium of Papua New Guinea businesses acquired the bank creating the first PNG private sector owned bank.

Bank South Pacific purchased the State Owned - Papua New Guinea Banking Corporation (PNGBC - formerly CBA PNG) in 2002 creating the largest Bank in PNG. Other acquisitions followed: National Bank of Solomon Islands 2007, Habib Bank in Fiji in 2006, Colonial Group of Companies (Banking & Life Businesses) in Fiji in 2010.

Bank South Pacific rebranded to become “BSP” in 2009. Our shareholders include major PNG Institutions – IPBC, Nasfund, Nambawan Super, Petroleum Resources Kutubu, Credit Corporation, MVIL, PNG Teachers Savings & Loan, Comrade Trustees, and the International Finance Corporate (IFC).

In 2012, BSP’s account opening process employing a tablet computer and instant card issuance, won the award for the world’s Best Bank Led Mobile Money Program at the 2012 Connected World Global Awards.

In 2014, BSP Group achieved loan growth of 28%, and a 4% reduction in operating costs, supporting growth in annual profit to over K507 million. There were no increases in fees during the year, but fee income grew as the volume of customer transactions continued to increase, particularly through the electronic banking channels, which now represent more than 80% of total customer transactions. Launch of the new subsidiary company BSP Finance in PNG and Fiji in 2014. BSP has been internationally recognised for its underlying liquidity and capital strength, including “The Banker” 2014 Top 1000 Banks, ranked:

#1 Top 5 Returns on Capital (ROC) in the Asia Pacific (excluding Japan & China).

#1 Top 5 Returns on Assets (ROA) in the Asia Pacific (excluding Japan & China).

#14 Top 25 Return on Capital (%).

2015 was very much a milestone year for BSP in many ways. Despite economic conditions BSP recorded a profit of K531.9 million, representing a 4.8% increase on 2014, for its shareholders.

The expansion of BSP across the pacific also entered a new phase with the acquisition of the former Westpac businesses in Cook Islands, Samoa, Solomon Islands and Tonga, with Vanuatu to complete on July 1st, 2016. During 2015 PNG celebrated its 40th anniversary of independence and the country successfully hosted the Pacific Games in Port Moresby of which BSP was the Official Sponsor.

Commenced Asset Finance operations in May 2017, in Cambodia (rebranded to BSP Finance Cambodia Ltd in January 2018) and commenced BSP Finance (Solomon Islands) Ltd in September 2017. Provisional licence issued in November 2017 for a life insurance company (BSP Life (PNG) Ltd).



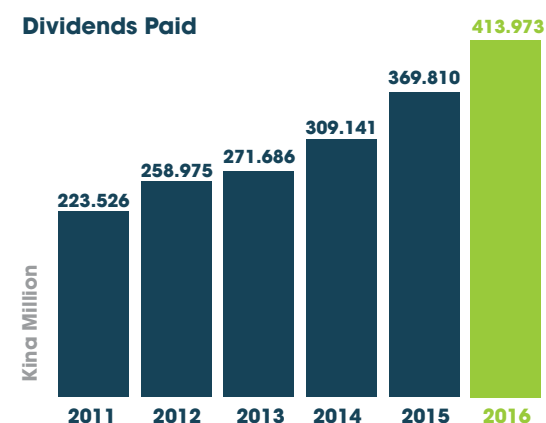
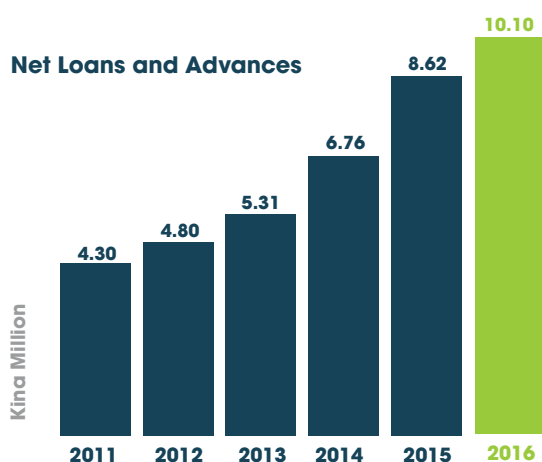
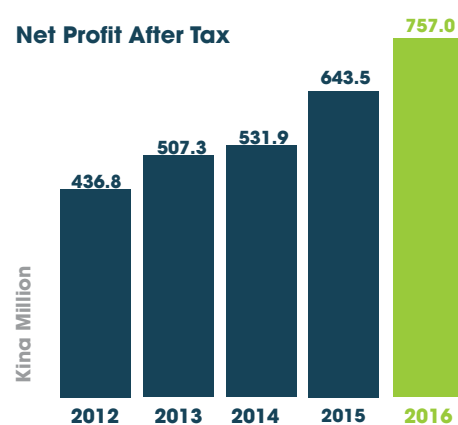
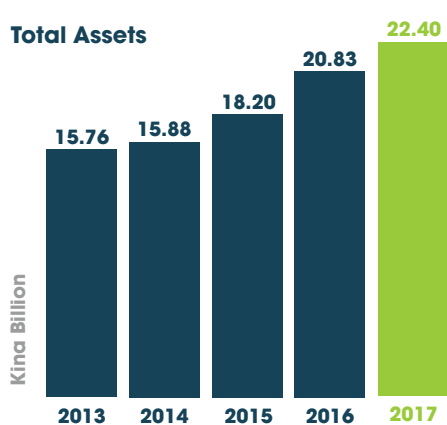
# [experience]

Over 370 years of collective experience  
in the South Pacific



## A show of strength

BSP Group continues to grow its profit, at 2017 it recorded K757 million, an increase of 17.6% from 2016. Total assets have grown 16% to PGK22.4 billion. BSP is the largest non-mining company in the South Pacific. BSP operates in Fiji, Solomon Islands, Cook Islands, Samoa, Tonga and Vanuatu. BSP continues to be a dominant force in the market leading the way with innovation and technology.





**55%****MARKET SHARE**

BSP holds over 50% of the PNG banking market and is therefore larger than the and others combined in the South Pacific.

**25%****CAPITAL ADEQUACY  
RATIO**

BSP is strongly capitalised with a regulatory capital adequacy ratio of over 20%, and externally rated by Standard & Poors.

**20.4b****TOTAL ASSETS HAVE  
GROWN 16%  
FROM 2016.****K757****BSP PROFIT  
INCREASED BY  
17.6% FROM 2017.****2m****> 2 MILLION CUSTOMERS  
THROUGHOUT THE SOUTH  
PACIFIC.****4.2****BSP EMPLOYS OVER  
4,000 PEOPLE ACROSS  
THE GROUP.**

# A clear Statement

BSP continues to provide value to its stakeholders through quality profitable growth, customer experience innovation, and team-orientated employee engagement.

Profit and Loss (K'000)	2012	2013	2014	2015	2016	2017
Net interest income	681,554	740,857	884,761	1,006,251	1,107,686	1,277,676
Non interest income	614,951	793,487	613,970	540,888	684,371	720,674
Bad and doubtful debt (expense)/recovery	(70,952)	(78,573)	(76,796)	(89,905)	(98,622)	(77,678)
Other operating expenses	(680,257)	(833,849)	(703,085)	(691,084)	(769,641)	(852,148)
Operating Profit	545,296	621,922	718,850	766,150	923,794	1,068,524
Impairment of non-current asset	-	(14,967)	-	-	-	-
Profit before tax	545,296	606,955	718,850	766,150	923,794	1,068,524
Income tax (expense)	(137,552)	(170,127)	(211,511)	(234,271)	(280,343)	(311,521)
Profit/(loss) after tax	407,744	436,828	507,339	531,879	643,451	757,003
<b>Dividends (toea)</b>						
Dividends paid per share <sup>1</sup>	47.3	55.0	58.0	66.0	79.0	88.0
<b>Balance Sheet (K'000)</b>						
Net loans and advances	4,300,913	4,804,626	5,306,362	6,756,997	8,621,514	10,102,909
Total assets	11,681,293	13,333,102	15,761,420	15,816,507	18,196,303	20,831,803
Deposits	9,366,281	10,860,522	12,200,999	12,708,383	14,595,374	16,912,349
Capital	1,344,188	1,465,893	1,619,060	1,800,193	2,029,176	2,314,337
<b>Performance Ratios</b>						
Return on Assets	3.3%	3.3%	2.8%	3.2%	2.9%	3.3%
Return on Equity	28.7%	29.0%	28.3%	29.7%	27.8%	29.6%
Expense/Income	58.2%	55.3%	54.8%	47.2%	44.7%	42.9%
<b>Key Prudential Ratios</b>						
Capital adequacy	24.2%	22.3%	18.0%	24.0%	23.1%	23.1%
Liquid Asset Ratio	43.6%	38.9%	41.8%	34.3%	31.5%	35.8%
Leverage ratio	10.0%	9.0%	7.6%	9.0%	8.9%	9.3%
<b>Exchange rates (One (1) PNG Kina buys):</b>						
US Dollar	0.4665	0.4755	0.3905	0.3855	0.3325	0.3150
AUS Dollar	0.4591	0.458	0.4369	0.4708	0.4552	0.4354

Dividends per share has been adjusted for 10/1 share consolidation in 2011. In 2011, BSP paid a full and final dividend for the 2010 year in June, and an interim dividend for 2011 year, in October. In 2012, BSP paid a final dividend for the 2011 year in June, and an interim dividend for 2012 year in October. In 2013, BSP paid a final dividend for the 2012 year in June, and an interim dividend for 2013 year in October. In 2014, BSP paid a final dividend for the 2013 year in June, and an interim dividend for 2014 year in October. In 2015, BSP paid a final dividend for the 2014 year in June, and an interim dividend for 2015 year in October.



## Contributing to the community

BSP contributes more than banking solutions, services and products, it has helped sustain and grow the Papua New Guinea community for several years.

All Amounts are expressed in K'000	2011	2012	2013	2014	2015	2016
Company income taxes paid to PNG Government	119,590	212,081	155,391	188,627	249,210	292,443
Other taxes paid to PNG Government (IWT,FCWT,BWT)	10,091	6,204	4,989	2,568	3,701	10,226
GST paid and not able to be recouped	10,703	12,836	14,082	11,024	16,793	21,268
Donations and Sponsorships	3,879	4,192	9,267	9,358	8,218	4,345
<b>Total</b>	<b>797,993</b>	<b>1,233,083</b>	<b>1,160,138</b>	<b>1,077,370</b>	<b>1,106,444</b>	

“Without continual growth and progress,  
such words as improvement, achievement, and success  
have no meaning.”

Benjamin Franklin

# A tradition of visionary thinking

BSP works to constantly reinvent banking with a host of developments that are already a reality today - or are well on the way to becoming so. Our story is full of groundbreaking innovations, such as:

- the first bank in the South Pacific to introduce Mobile Banking, SMS Banking and the Mobile Banking application;
- the first to introduce Galaxy Tablet technology enabling paperless account opening;
- the first bank to introduce Concierge banking in the South Pacific - BSP First;
- the first bank in PNG to introduce MasterCard Corporate Debit Cards;
- the introduction of real-time account transfers;
- the launch of BSP's Online Business Banking, featuring superior functionality to view accounts, transfer money locally & overseas, BillPay, batch payments, e-statements, payroll management;
- the only bank in PNG with a 24/7 access Customer Service Centre.

We continue to invest in technology because we understand the economic benefits of meeting our customers' growing needs, while also ensuring our staff have the systems to enable them to work to the best of their ability.

We have been developing solutions for the needs of rural-dwellers, with our new range of agencies and services - bringing modern city banking services to the most remote, previously unbanked areas.

BSP has made banking in the South Pacific more dynamic, straightforward and accessible than ever before, offering an unparalleled level of banking services to all.

The biggest advantage for our customers is access. In terms of scale, BSP has a strong domestic presence with the largest customer base of any bank in the South Pacific and operates the largest financial services distribution network with the most points of access.

We have diversified from a branch - dominated banking system to local banking eco - systems which service semi-urban and rural areas. Our co-ordinated region-wide approach offers unparalleled consistency, efficiency and reliability in our product and service offering. We operate the largest ATM and EFTPoS fleet across the South Pacific.







# One Bank for all customers

A truly regional bank with global capability, BSP delivers world class banking services to almost two million personal and business customers.

We cater for a wide variety of customers, offering the latest in everyday banking as well as personalised Premium and Concierge full service, where microscopic attention to extra detail, service and privilege is part of the BSP banking experience.

Our business focus coupled with unrivalled experience, knowledge and relationship driven services and sophisticated products delivers for industry, irrespective of size and location.

<b>BSP Corporate</b>	A full array of financial solutions for medium to large sized enterprises trading domestically and internationally.
<b>BSP Paramount</b>	Relationship banking, specialising in Government/Institutional and landowner groups with access to BSP Premium Banking Centres.
<b>Treasury</b>	Comprehensive foreign exchange service with competitive exchange rates available in all freely floating currency pairs for value today, tomorrow or at spot.
<b>BSP First</b>	Banking with Privileges - exclusive personalised concierge banking.
<b>BSP Priority</b>	Banking with Advantages - Premium express teller service for Personal and SME customers.
<b>BSP Sub Branch &amp; Agents</b>	BSP Sub Branch and Agents were established to provide banking services to people living in rural areas throughout PNG and the South Pacific.
<b>Small to Medium Enterprises</b>	An array of financial solutions, including fast, reliable and secure merchant products and services, for owner-managed small to medium sized.
<b>Personal Banking</b>	Savings and transaction accounts, cards and foreign currency services, lending solutions including home and personal loans.
<b>Electronic Banking</b>	Online banking, Mobile banking, Phone banking, ATM, EFTPoS, Western Union, International services.
<b>Financial Literacy</b>	Dedicated Banking Education Team (BET) providing essential financial literacy training to business and community groups.
<b>BSP Finance</b>	Specialist Asset Finance company providing tailored financial solutions for business including refinancing and restructuring.



# [ teamwork ]

We work with, and for , each other;  
we progress together.





# BSP Corporate

## Market Leading Results

In business flexibility is everything. BSP has a long history in assisting companies grow and create market value through strategic change. We are ready for, and understand the challenges associated with doing business in PNG and the South Pacific - and will prove it at any time. We deliver complete “whole of bank” solutions to corporate and institutional businesses.

Get maximum benefit from our international expertise and in-depth local knowledge to serve your banking needs in the region. With our Whole of Bank capabilities, we offer you an extensive range of services including personal financial services, private banking, corporate finance products and foreign currency lending which include import-export, money markets and Foreign Exchange.

We’re rated No.1 across a number of product capabilities including: working capital solutions and complex structured finance and property development finance. At BSP, we are focused on understanding the needs of our customers. We invest the time and resources to gain an in-depth understanding of your objectives, and the key value drivers for your business.

- ▶ **We have the largest relationship management team** with experienced relationship managers based in Port Moresby, Lae, Kokopo, Madang and Mt Hagen.
- ▶ **We have world class financial solutions for BSP clients.** BSP Online Business Banking is tailored for businesses, accessible globally 24/7. The system provides extensive functionality with multiple user access to view accounts, transfer money locally and overseas, BillPay, batch payments, download e-statements and manage payroll, supported by state-of-the-art security.
- ▶ **We have more local knowledge and expertise in PNG and the South Pacific than any other financial institution**, so we know how to get things done. With infinite knowledge of the diverse cultures and people within the region, we have the ability to partner with you.
- ▶ **We offer global business tools.** The BSP Corporate MasterCard Corporate Debit Card offers great flexibility, allowing payment of expenses globally, online monitoring 24/7, multiple card issuance, access via ATM and EFTPoS.
- ▶ **We have a 24/7 Customer Service Centre**
- ▶ **We deliver banking services anywhere.** We think creatively to deliver banking - where and how you need it. BSP was the first bank in the South Pacific to design “containerised banking”, branches located for truly “off road” locations, allowing for a physical bank presence in the most remote, inhospitable and “unbanked” regions, fully equipped with modern banking technology and services.
- ▶ **We go where the other banks don’t.** BSP Relationship Managers live by the BSP philosophy that “accessibility is everything”. There is no village too remote for a BSP Relationship Manager. This philosophy, combined with the largest branch network, expanding sub branch network and superior technology, reinforces the determination of BSP to deliver world class banking - where and when it’s needed, so that you can get on with business.

# [ quality ]

We are committed to excellence and strive for continuous improvement



## Specialised Lending

**We offer capital market debt instruments, capital structuring and risk management solutions.**

BSP is at the forefront of arranging limited and non-recourse finance transactions in PNG. Our products and services include financial advisory services throughout the life of a project, as well as the structuring, arranging and underwriting of senior, mezzanine and subordinated debt, capital market debt instruments, capital structuring and risk management solutions.

The BSP Team is comprised of experienced professionals with regional specialization and sound product and industry knowledge, including strong networks and contacts with Government, Landowners, public finance institutions and other project stakeholders.

## Treasury

**The swiftest way to exchange currency is now also the most practical.**

We offer a comprehensive foreign exchange service and competitive exchange rates. Rates are available in all freely floating currency pairs for value today, tomorrow or at spot.

Our Foreign Exchange specialists can design a foreign exchange solution to manage exposure to major, minor and emerging currencies, that delivers an appropriate level of certainty and opportunity for your business, while minimising risk.

## Paramount Banking

**Banking without Frontiers.**

Paramount Banking is a highly specialised Relationship Management Team with expertise in dealings with Government, Landowner groups and related businesses.

Paramount customers enjoy access, and a one-stop banking experience at all BSP Premium Banking centres - where all banking can be transacted at one convenient location in quiet, relaxed surroundings.

A dedicated Relationship Manager ensures every aspect of banking is dealt with and works in partnership with Paramount Banking customers to ensure that doing business in PNG and the South Pacific is a seamless, efficient and enjoyable process.

Paramount Banking is available to those Corporate/Commercial customers who meet certain criteria, including maintaining deposit accounts to a specified value (or equivalent in borrowings with BSP).





# BSP Premium

## Busy Life. Fast Banking.

Perfection is a moving target. The closer you get to reaching it, the smaller the improvements you have to make, and the harder they are to get right. But every day, BSP strives to take these steps.

Out of the design department and into real life, are a new set of ways to bank, with new Premium Service Banking environments - to make banking better, to create the ultimate seamless banking experience.

## BSP Express

BSP Express Tellers are located throughout the BSP branch network and available to all BSP premium banking customers i.e BSP Priority, BSP First, Corporate and Paramount customers. When you have to transact business at any bank, and time is of the essence, the BSP Express Priority Teller is the way to ensure that busy life means fast banking.

## BSP Premium

Because we are constantly seeking new improvements to banking, are an innovation leader, and a company that understands the importance of the right environment for business, we have created new Premium Banking Centres for our BSP Priority, BSP First, Corporate and Paramount customers.

These exclusive banking precincts are quiet, safe and professional environments where all your banking needs are handled in a priority way. You'll enjoy Banking with Advantages.

## BSP First

BSP First means total attention to detail, with an individually tailored package of exclusive banking services, allowing you to simplify the management of your personal financial assets and liabilities, accessible globally.

This is a new level of privilege, with luxurious banking lounges and banking precincts throughout the South Pacific creating an environment where doing banking, and business, is a pleasure.

As a BSP First client, you have a dedicated Personal Banker committed to you. The single point of contact ensures a new level of efficiency for everyday banking to complex strategic financial planning and management.

BSP First clients are discerning and diverse, Industry leaders and the most influential families all share the same expectation of personal attention and the ability to deliver.

Benefit from a package of tailored banking services, including on-line services such as bill pay, electronic payments, and a BSP First branded Platinum VISA debit card, to provide convenience in banking wherever you are in the world. BSP First provides a prioritised tailored competitive lending capability to enhance client liquidity and flexibility.

BSP First is the ultimate way to bank – new banking centres with state of the art facilities, smart technology and modern design re-define the words quality and luxury, delivering on service support.

In a world where you expect the best, BSP is a bank that delivers.

BSP First - Banking with Privileges.



# [ exclusive ]

In a world where you expect the best,  
BSP is a bank that delivers





# BSP Retail Banking

## Breaking new banking ground

The retail sector is one of the most dynamic and competitive, and as BSP is “the local bank” of the South Pacific Bank we are well placed to understand and help retailers enhance customer loyalty, increase margins and achieve sustainable profit growth.

Our dedicated team has “on the ground” knowledge of the issues facing the sector and can help uncover opportunities for growth. Since 2009 BSP has had a huge range of service improvements and product innovation. These are included below and just a few of the great reasons to choose BSP:

- ▶ **Introduction of BSP First**, the first concierge personal banking service available in PNG and the South Pacific, delivering a new range of Banking with Privileges.
- ▶ **Introduction of BSP Priority**, the first premium express teller service for Personal and Customers providing “Banking with Advantages”.
- ▶ **Introduction of Sub Branches**, providing financial services to those living in remote areas of PNG and roll out of network of 42 locations throughout PNG.
- ▶ **Introduction of new Online Internet Banking**, offering the most powerful banking functionality 24/7 of any internet banking available.
- ▶ **Introduction of new enhanced features for Mobile Banking**, including agents ability to accept deposit transactions from customers.
- ▶ **Introduction of Salary Alerts using SMS messaging.**
- ▶ **Introduction of 24/7 Customer Service Centre.**
- ▶ **Largest banking ATM and EFTPoS network in the South Pacific**
- ▶ **Introduction to BSP’s Mobile Banking channel in 2013** a domestic remittance product, known as Wantok Moni which facilitates the remittance of money from BSP customers to non-banked relatives and friends.
- ▶ **Introduction of Mobile Banking Application.** Allows customers to easily view balances, make transfers, pay bills and more right from Android device. Simple, secure and free.

The most powerful and accessible bank in the South Pacific. At BSP, we understand innovation is an essential element of modern life. So why should this not also apply to the ways in which we bank? We are committed to search for innovative ideas and visionary solutions to enhance BSP’s banking services to provide easy and convenient banking for all our customers, day and night.

# [competitive]

As a local bank of the South Pacific we are well placed to understand our customers needs.



**Timoci Davuiqalita**  
Fiji  
Call Centre Consultant

## Reaching Rural Areas

BSP is the first to use technology to deliver innovative banking services to the most remote rural areas in PNG and banking the unbanked. BSP is extending the reach of BSP to rural Papua New Guinea, connecting geographically disadvantaged households and businesses with their bank.

Through an expanded network of Sub Branches, Agents and Commodity Buyers and in collaboration with local communities, BSP is delivering the very best banking services for a range of diverse customers - close to customers' homes.

This growing "ecosystem" in PNG offers entrepreneurial opportunities for Agents. The main objective is to provide basic banking services to the unbanked population of Papua New Guinea. This initiative supports the Government's Vision 2050 in improving services at district level and delivering banking services to the majority.

BSP is not only setting up access points around the country, it is also opening Kundu Accounts for people in remote/rural areas, using cutting edge technology to reach more customers to open new accounts and thus increasing financial inclusion.

Armed with Computer Tablet, with a wireless card swipe and using that Computer Tablet, BSP Teams can open an account anywhere in the country in very remote areas in 5 minutes and give the customer their debit card so they can walk up to the next ATM, EFTPoS or trade store and withdraw money or transact immediately.

BSP Rural has been rolling out its Mobile Banking services that provide immediate and secure mobile payments to commodity growers, and access points for rural people to access their bank accounts.

Farmers can now get paid electronically – through their mobile phones. It's cheaper and faster. The mobile banking service allows buyers to transfer payments to growers' bank accounts via their mobile phones. Funds can be withdrawn using a KunduCard at EFTPoS machines, ATMs, bank branches, or at local shops that operate as agents for the bank.

BSP's Mobile Banking payment services enable rural-dwellers to receive payments directly to their bank accounts via mobile phones. The service is instantaneous and funds are immediately cleared and available.

The risks associated with holding cash and the need to travel long distances to a bank branch have been eliminated by the use of electronic banking. Payments are made directly to bank accounts, cleared immediately and accessible using the KunduCard at EFTPoS, ATMs, Agents, and Branches. All funds are kept in real bank accounts giving the best combination of security and accessibility.

The provision of quick and safe ways for business owners to send and receive money in rural areas is helping to grow local economies and promote secure saving.



# [opportunity]

To innovate the way we bank in the South Pacific to service remote rural areas



# Beyond Banking

We recognise that as the dominant bank we have a special responsibility to our customers and the communities of which we are both a part.

Our responsibility is an integral part of our strategy and our approach to corporate responsibility integral to our strategies for growth and development and is our committed approach to Corporate Responsibility.

We believe in the ethos of people, planet and profit - we know we can bring about positive change. We are using our branches and our people in line with this thinking - as centres of transformational change.

BSP is committed to supporting quality grassroots initiatives with sustainable outcomes and does so through supporting partnerships with community organisations and charities in four core areas.

## Health & Wellbeing

We believe that one of the best ways of contributing to the growth and development of the South Pacific is by ensuring it is a region of healthy and happy individuals, families and communities.

Given the number and diversity of the communities that we serve throughout Papua New Guinea and the South Pacific, we are extremely well placed to identify these issues and make a major contribution, in the areas of health, arts and culture, education and enterprise, environment and community.

The BSP Community Programme is a good example of the way in which branches, people and goal-orientated events and projects organised on a regular basis, can benefit communities and change lives. Local community projects are delivered annually by bank staff in PNG, Fiji, Solomon Islands, Cook Islands, Samoa and Tonga.

## Sustainability & Environment

Beyond pure business and cost considerations, BSP is aware of the part it can play in regard to climate change and its potential long-term effects on the South Pacific and the planet.

As the greenest bank in the region, we understand, too, that these concerns are shared by our customers and the communities we serve. They expect and appreciate steps we take to be part of the solution.

Our Sustainability Strategy is firmly entrenched within the organisation and community investment activities will help make this commitment tangible to our customers, staff and other key stakeholders.



**Go Green**  
St Thersea Students



community

We respect, value and support the communities  
in which we operate



## Rural and Regional Communities

As well as providing quality banking for all, we are a major customer of industries and manufacturers throughout the South Pacific, in cities and rural environments.

Right across the country, we are committed to helping sustain the communities that support our branches, not just in terms of providing jobs and services, but also in creating a wider range of opportunities to foster closer links between our branches and the communities they serve.

## Education and Employment

As one of the South Pacific's biggest companies, we provide jobs for over 4,500 employees. We are also one of the region's largest employers of trainees and apprentices.

We firmly believe that education is the most effective tool in breaking the cycle of economic and social disadvantage. With skills, every individual is much better placed to secure a job and able to enjoy some self-esteem and independence.

Our desire is to be more relevant and more regarded within the community to enable us to build better relationships across all sectors.

It's the way BSP is working towards building deeper customer engagement and making a real difference - everyday.

# [ people ]

We respect and value our people  
and our customers.



**CAMBODIA**

Country Manager	Etienne Kettenmeyer	855 (0) 2388 52064
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**COOK ISLANDS**

Country Manager	David Street	682 22014
Head of Business Banking	Chris Doran	682 22014
Rarotonga Branch	Toko Harmon	682 22014
Aitutaki	Rosa Henry	682 22014

**FIJI**

Country Manager	Kevin McCarthy	3214454
Damodar City Branch	Manjila Goundar	3342333
Thomson St Branch	Mohammed Arif	3314400
Nausori Branch	Shailendra Roy	3478499
Pacific Harbour Branch(OIC)	Ravikashni Prakash	3452030
Pacific House Sales & Bus.Centre	Shalit Kumar	3314400
Samabula Sales & Bus. Centre(OIC)	Pio Vatanitawake	3387999
Suva Central Branch	Mereani Peters	3314400
Ba Branch	Anupa Kumar	6674599
Westfield Branch	Madhur Kumar	6662466
Nadi Branch	Devendran Pillay	6705111
Namaka Branch	Ann Pesamino	6728950
Rakiraki Branch (OIC)	Ronica Prakash	6694200
Sigatoka Branch	Reginald Kumar	6500900
Tavua Branch (OIC)	Razia Tahir	6681507
Labasa Branch	Eka Seduadua	8811888
Savusavu Branch (OIC)	Vineeta Prasad	8850199
Taveuni Branch	Marica Mara	8880433

**SAMOA**

Country Manager	Maryanne Lameko - Vaai	685 66115
Retail Head	Shirley Greed	685 66170
Savaii Branch	Leilani Kelemete	685 51208
Vaitele Branch	Amelia Iakopo	685 23005

**SOLOMON ISLANDS**

Country Manager	David Anderson	677 21874
Auki Branch	Michael Noda	677 40484
Gizo Branch	Clotilda Londeka	677 60539
Heritage Park Branch	Joy Vave	677 21814
Honiara Central	Gordon Ifumae	677 21222
Munda Branch	Tanya Saiqoro	677 62177
Noro Branch	Richard Bero	677 61222
Point Cruz Branch	Fred Osifelo	677 21874
Ranadi Branch	Tricia Tura	677 39403

**TONGA**

Country Manager	Daniel Henson	676 23540
Nuku'alofa Branch	Emele Hia	676 20827
Vava'u Branch	Sosefina Tangitau	676 71268
Ha'apai Sub Branch	Mo'unga Akoteu	676 60933
'Eua Sub Branch	Tokilupe Toe'api	676 50145

**VANUATU**

Country Manager	Nik Ragenvanu	678 5580001
Head of Retail & Marketing	Moana Korikalo	678 5580009
Santo	Edwinge Wensi	678 5580034
Port Vila	Danica Rapouel	678 5580016
Tana Branch	Dolores Charlie	678 5580041



## PAPUA NEW GUINEA

Aitape	Alex Wafimbi	457 2042	Tabubil	Dianne Rali	649 9179
Alotau	Betty Posangat	641 1284	Tari	Samuel Okti	276 1651
Arawa	Karen George	276 9244	Vanimo	Delilah Kanit	457 1209
Bialla	Dora Raphael	983 1095			
Boroko			SME		
Branch			Port Moresby	Tony Waningu	305 6400
Premium	Maureen Wanu	303 4333	Lae	Richard La'a	479 5676
	Sheila John	303 4354	Goroka	Samuel Mulina	479 5676
Buka			Vision City		
Branch	Julie Warren	973 9042	Branch	Rawalo Rawalo	300 9100
		7202 9203	Premium	Damaris Toran	300 9103
Premium	Rosemary Paula Seeto	973 9087	Wabag	Thomas Tembil	547 1237
		7202 9202			
Bulolo	Bevilon Homuo	474 5366	Waigani Banking Centre		
Daru	Ruben Attai	645 9416	Branch	Alex Kuna	305 6102
Goroka	Livikonimo Koki	532 1633	Premium	Lorraine Siao	300 9645
Gordons			Waigani Drive	Madeleine Leka	302 5301
BSP First	Rova Olemau	302 5245	Wewak	Gabriel Ak	456 2344
Premium	Antonia Dru	302 5202			
Harbour City			Highlands Region	Reuben Elijah	542 2002
Branch	Mary Kundi	305 6110	Momase Region	Dennis Lamus	478 4998
Premium	Merai Nureo	305 6105	NGI Region	Jeffrey Singer	982 9285
BSP First	Nelson Kerua	305 7935	NCD Region	Natasha Sirimai	305 7195
			Southern Region	Billy Veveloga	305 7628
Kainantu	Marco Hamen	537 1251	<b>Sub Branch</b>		
Kavieng	Mathias Manowo	984 2082	AIYURA	Gomah Benson	7230 8313
Kimbe	Ruby Patu	983 5166	BANZ	Kessy Elly	7100 9078
Kiunga	Ivy David	649 1313	BUIN	Melchior Tania	7100 7855
			CHUAVE	Koiya Kupa	7197 6001
Kokopo			DAULO	Merolyn Sirifave	7100 6763
Branch			GEMBOGL	William Koima	7313 4177
Premium	Joe Makinta	982 9088	GUSAP	Lee Sinemaue	7091 1396
	Jennifer Tiolam	982 9068	HENGANOFI	Ems James	7100 7859
Kundiawa	Rita Singut	535 1025	HIGATURU	Stephanie Orovo	7275 1365
			HOSKINS	Ruddy Samson	7031 2627
Lae			IALIBU	Philemon Kumi	7041 1624
Top Town	Agnes Mark	473 9876	KABWUM	Inna Buneng	7346 1426
Main Market	Josephine Komoru	473 9609	KAMTAI	Robert Kom	7243 4695
Commercial	Robinson Panako	472 9088	KEREMA	Aisi Aua	7100 2889
BSP First	Elizabeth Gavul	478 4949	KEREVAT	Kilala Kindau	7190 8231
Premium	Wendy Poka	478 4923	KEROWAGI	Leah Taia	7100 9077
Lihir	Johnson Tetega	986 4062	KINIM	Malapun Bannick	7100 7861
Lorengau	Ruth Kagl	970 9244	KIKORI	Leah Kimave	7163 0597
			KOMO	Mark Tom	7362 0760
Madang			KONOS	Clarinda Tangabe	7197 6006
Branch	Barry Namongo	422 2477	KUPIANO	Andrew Baine Jnr	7288 4140
Premium	Ruth Makel	422 2621	LABA	Heni Nao	7197 6008
			LAKURUMAU	Lorraine Koma	7197 6005
Mendi	Philip Solala	549 1070	LOUSIA	Lorna Solomon	7031 2617
Moro	Meck Kaum	276 1566	MAPRIK	Christian Tatu	7168 7815
	David Ila	276 1569	MINJ	Kui Tai	7100 9076
Motukea	Susie Yapen	305 7849	MUTZING	Gordon Robert	7100 2488
			NAMATANAI	Mathew Tabakas	7197 6007
Mt Hagen			NAVO	Hennah Brunim	7090 4272
Branch	Theresa Pilamp	542 1877	NINGERUM	Todin Kasi	7916 5583
Premium	Beverly Elizah	542 1877	OKAPA	Arafat Tovari	7055 0955
Popondetta	Eileen Goviro	629 7443	PADIPADI	Lelly Mick	7090 4463
Porgera	Mary Koi	547 6900	PALMALMAL	Freda Nablup	7323 9181
			PANGIA	Karen James	7197 6003
Port Moresby			TAMBUL	Joseph Paul	7100 7863
Branch	Diana Guria	305 7104	TELEFOMIN	Jobartan Bickie	7255 8421
Premium	Bau Kiso	305 6189	WAKUNAI	Melvin Kusa	7100 7856
BSP First	Jessie Toran	305 7724	WALIUM	Brenda Igusam	7031 2127
			WAPENAMANDA	Feta Isin	7100 7862
Rabaul	Kalat Tiriman	982 1744	YANGORU	Brendon Iromo	7127 0000
			YONKI	Usik Asino	7185 5768

## Our Reach



### BRANCHES

Papua New Guinea	45
Fiji	17
Solomon Islands	8
Cook Islands	2
Samoa	3
Tonga	4
Vanuatu	2



### SUB BRANCHES

Papua New Guinea	44
Fiji	7
Solomon Islands	-
Cook Islands	1
Samoa	-
Tonga	2
Vanuatu	-



### AGENTS

Papua New Guinea	395
Fiji	43
Solomon Islands	76
Cook Islands	8
Samoa	36
Tonga	18
Vanuatu	17



### EFTPOS

Papua New Guinea	8,800+
Fiji	1,658
Solomon Islands	330
Cook Islands	344
Samoa	365
Tonga	341
Vanuatu	385



### ATMS

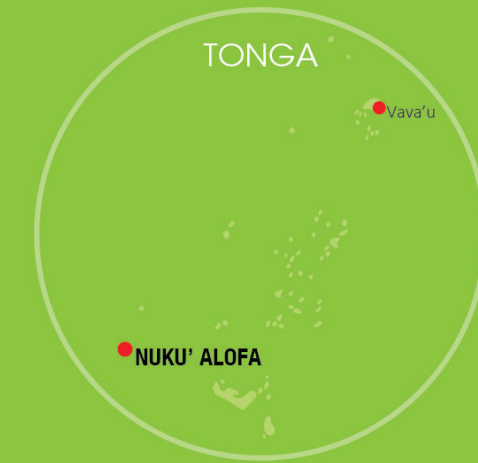
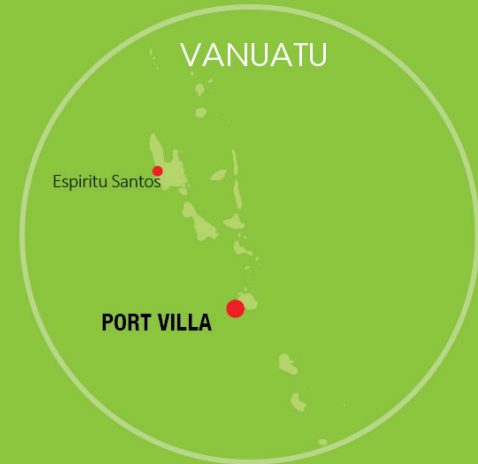
Papua New Guinea	315
Fiji	313
Solomon Islands	26
Cook Islands	11
Samoa	17
Tonga	12
Vanuatu	17



### STAFF

Papua New Guinea	2,893
Fiji	770
Solomon Islands	263
Cook Islands	57
Samoa	91
Tonga	85
Vanuatu	96
Cambodia	24

# PAPUA NEW GUINEA





**For information or feedback**

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