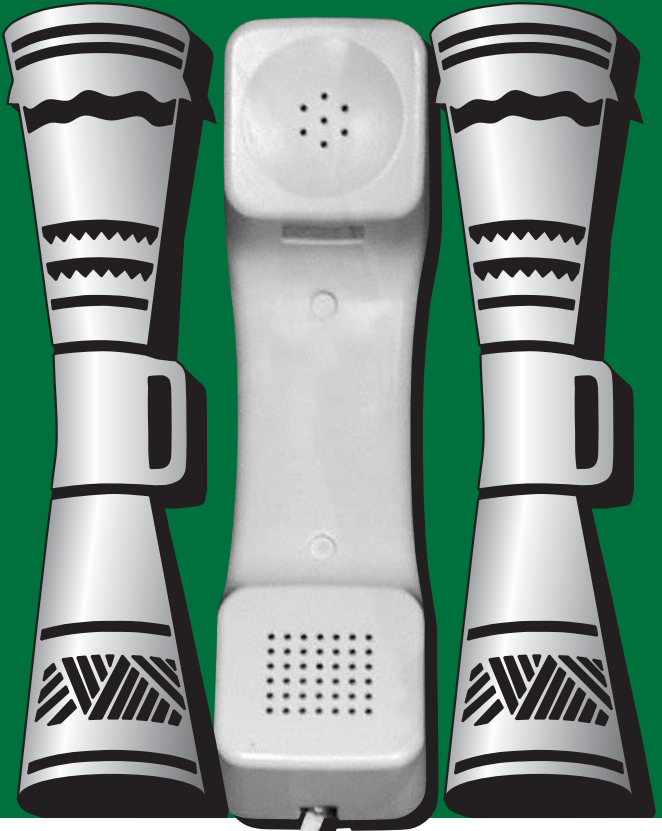


Phone Banking

# User Guide



Why  
wait  
in  
line?  
Bank  
by  
phone  
with  
BSP

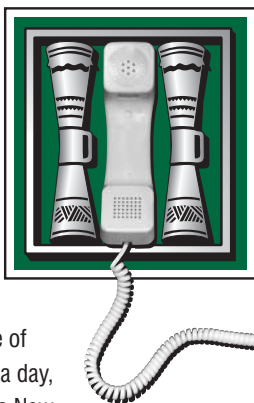


Bank South Pacific  
[www.bsp.com.pg](http://www.bsp.com.pg)

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# BSP Phone Banking makes banking easy



BSP Phone Banking offers you a range of automated banking services 24 hours a day, seven days a week, anywhere in Papua New Guinea. Simply follow the voice prompts and use the keys on your phone to:

- Obtain account balances
- Review recent transactions
- Transfer money between accounts
- Order Statements
- Pay Household bills using Bill Pay

## Getting Started

To begin using BSP Phone Banking you will need:

- approved BSP cheque, savings and loan accounts
- a touch tone phone
- a BSP Identification Number & PAC

## Your Phone

BSP Phone Banking requires a touchtone phone. Most phones are now touch-tone and produce different tones when you push the various buttons on the phone.

## Your BSP Identification Number and PAC

When you register for BSP Phone Banking you will receive a BSP Identification and Personal Access Code.

These numbers together will enable you to access your account(s) through the service.

When you use BSP Phone Banking you will be automatically prompted to input your BSP ID and PAC. Further details on this step are provided on page 5.

If you have not yet registered for BSP Phone Banking simply visit your nearest branch.

## Protecting Your PAC

Because this is the password to accessing your accounts you should memorise it. Please do not write your PAC down on anything associated with BSP Phone Banking or give it to another person.

## Saving Time

You can save time by moving to the required steps in BSP Phone Banking without waiting for the voice instructions to finish. Simply refer to the steps outlined for the required transaction further on in this brochure.

## Fees and Charges

BSP Phone Banking is available from anywhere in Papua New Guinea for the cost of a local call. Other than the cost of your phone call, the service is free.

Normal bank fees will continue to apply to transactions made on your accounts through the service.

## Things to Remember

1. Remembering the following keys will help you move around BSP Phone Banking easily.



Number sign

- confirms your request when prompted



Star sign


- takes you back to the **Main Menu**

2. If you need assistance you can speak to a Customer Service Representative (between 8.00am and 5.00pm, Monday to Friday).

Simply press  while in **Main Menu**

3. When entering a kina amount, key the figure you require - with the last two digits as the 'toeas'. Do not put in a decimal point.

For example:

K100.00 = 1 0 0 0 0 then  to confirm

K100.50 = 1 0 0 5 0 then  to confirm

4. If you need to perform another transaction you do not have to end the call and ring again. Without pressing any key it automatically goes back to the **Main Menu**

# The Main Menu

The **Main Menu** provides you with the following options to select: Account Balance, Last 5 Transactions Details, Funds Transfer, Bill Payments, Statement Request, Change Personal Access Code (PAC), Speak to a Customer Service Representative. To Access the **Main Menu**, voice prompts will guide you as follows:

**DIAL 180 2888**

ENTER YOUR BSP IDENTIFICATION  
NUMBER & THEN PRESS **#**

ENTER YOUR PAC

HEAR BALANCE OF YOUR  
FIRST SAVINGS OR CHEQUE ACCOUNT

**MAIN MENU**

PRESS

**1**

ACCOUNT  
BALANCE

PRESS

**2**

LAST 5  
TRANSACTIONS

PRESS

**3**

FUNDS  
TRANSFER

PRESS

**4**

BILL  
PAYMENTS

PRESS

**5**

STATEMENT  
REQUEST

PRESS

**6**

CHANGE PAC

PRESS

**9**

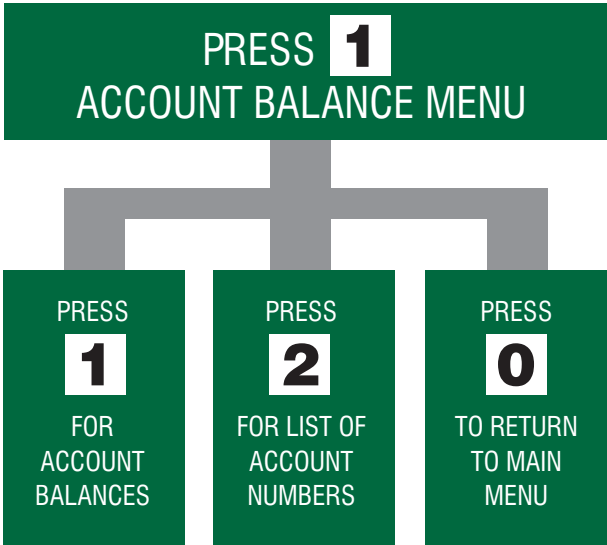
SPEAK TO A  
CUSTOMER  
SERVICE  
REPRESENTATIVE

Continue to follow voice prompts for this option to complete transactions, or to return to the **MAIN MENU**

# Account Balance

This option allows you to obtain the current balance of all your accounts linked to BSP Phone Banking.

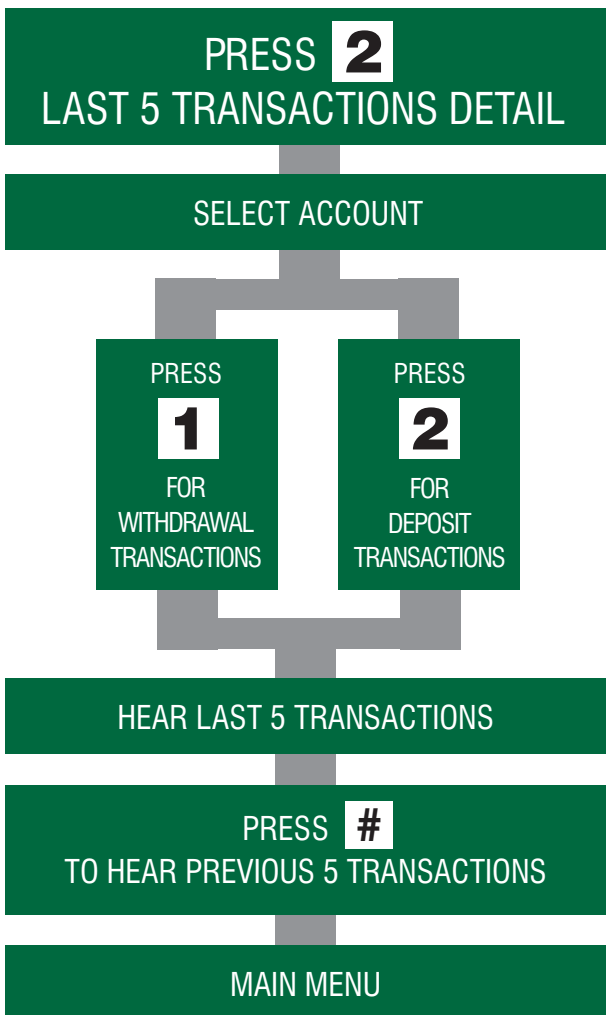
After entering the **Main Menu**, follow the voice prompts as outlined below.



Continue to follow voice prompts for this option to complete transactions, or to return to the **MAIN MENU**

## Transaction Details

This option allows you to obtain the last 5 withdrawals or the last 5 deposits for your account linked to BSP Phone Banking. After entering the **Main Menu**, follow the voice prompts as outlined below.



Continue to follow voice prompts for this option to complete transactions, or to return to the **MAIN MENU**

## Funds Transfer

This option allows you to transfer funds between your accounts linked to BSP Phone Banking. After entering the **Main Menu**, follow the voice prompts as outlined below:

PRESS **3** FUNDS TRANSFER

SELECT ACCOUNT TO MAKE  
TRANSFER FROM:

SELECT ACCOUNT

SELECT ACCOUNT TO MAKE  
TRANSFER TO:

SELECT ACCOUNT

ENTER REQUIRED AMOUNT  
AND THEN PRESS **#** SIGN

PRESS  
**#**  
CONFIRM

PRESS  
ANY  
OTHER  
KEY TO  
CANCEL

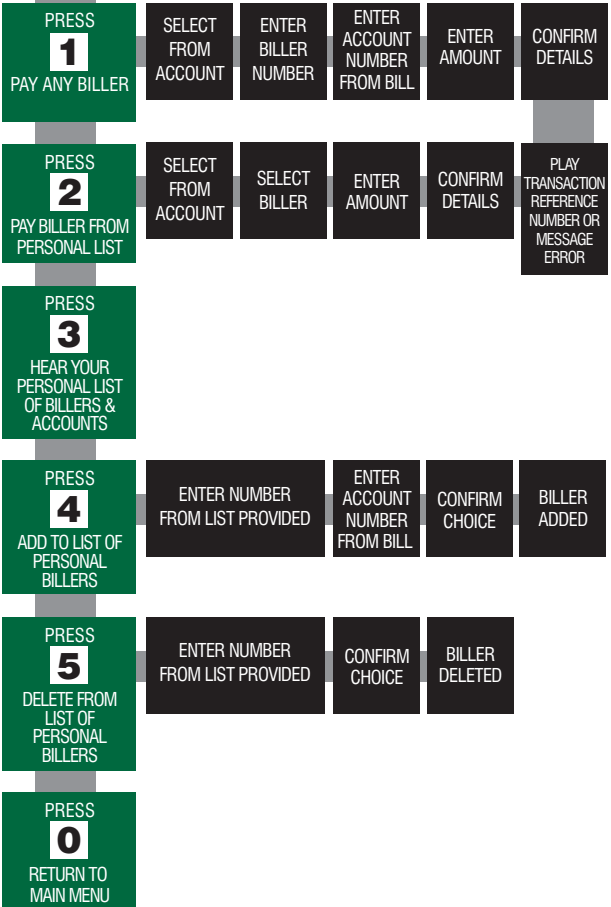
After completing the transfer you will be given a receipt number. Please retain this number for your records.

Continue to follow voice prompts for this option to complete transactions, or to return to the **MAIN MENU**

# Bill Payments

This option allows you to pay household bills displaying the BillPay logo. You must obtain the Biller code from the bill to be paid and the account number allocated by the Biller. After entering the **Main Menu**, follow the voice prompts as outlined below:

## PRESS **4** BILL PAYMENTS



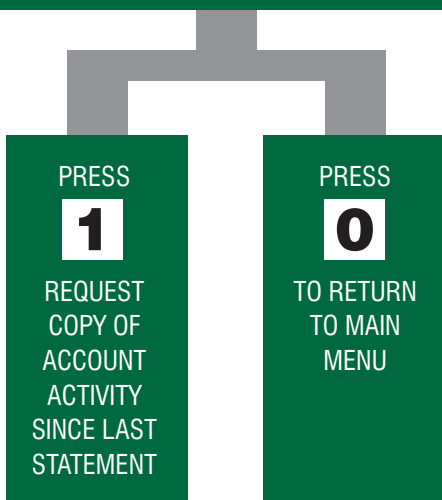
Continue to follow voice prompts for this option to complete transactions, or to return to the **MAIN MENU**

## Statement Request

This option allows you to request a statement of activity since last statement, for your accounts linked to BSP Phone Banking. The statement will be forwarded to you by mail or collection as per your normal method.

After entering the **Main Menu**, follow the voice prompts as outlined below:

PRESS **5** ORDER STATEMENT



Continue to follow voice prompts for this option to complete transactions, or to return to the **MAIN MENU**

## Change Personal Access Code (PAC)

This option allows you to change your Personal Access Code.

After entering the **Main Menu**, follow the voice prompts as outlined below:

Press **6** Change  
your Personal Access Code

ENTER NEW PAC

VERIFY PAC

CONFIRM PAC

MAIN MENU

Continue to follow voice prompts for this option to complete transactions, or to return to the **MAIN MENU**

**BSP**

Register for BSP Phone Banking  
on 180 2888  
or visit nearest branch today.



BSP PHONE  
BANKING  
180 2888

Welcome to  
an easier way  
to bank BSP



Bank South Pacific

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