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MEDIA RELEASE

CLIENT	BSP	DATE	03 May 2009
PRODUCT	BSP SMS Banking	EMBARGO	08 May 2009
TITLE	BSP Technical Issues	CONTACT	Gerry Peacock
REF NO	020	PLACEMENT	Business Pages

Headline: BSP Technical Issues with SMS Banking

Kevin McCarthy, BSP General Manager Retail Bank, has provided the following information for the interest of BSP SMS Banking customers. It covers technical issues, and answers a number of questions in an easy to understand way. Customers are advised if they have any specific queries or are unable to find out about a particular requirement, to call the BSP HelpDesk on 180 2333.

Q : Is any special software or hardware required to enable access to SMS Banking ?

A : No. If you can send SMS Messages on your mobile phone you can access BSP SMS Banking

Q : Can BSP SMS Banking be used on all mobile phones and with all mobile service providers ?

A : Yes. BSP SMS Banking can be used with all mobile phones and mobile service providers that allow you to send and receive SMS Messages within PNG.

Q : Why can't I send an SMS on my mobile phone ?

A : If you're unable to send an SMS Message through your mobile phone, you should contact your mobile service provider, your mobile phone provider, or the mobile phone manufacturer's technical support.

Q : What should I do if I get a "message not sent" ?

A : If you get this message, it's most likely your SMS has not been sent to BSP SMS Banking. If the problem continues, please call your mobile service provider.

Q : Can I use my current mobile phone for BSP SMS Banking ?

A : To be able to use BSP SMS Banking, you will need a mobile phone that can send and receive SMS Messages.

Q : Can someone take cash out of my account through BSP SMS Banking ?

A : No. BSP SMS Banking only allows transfers to accounts you have set up and can only be accessed from your mobile phone.

Q : What if I get a new mobile phone ?

A : If you get a new mobile phone, you need to ensure that it is set up securely and able to use SMS Banking. If your mobile phone number has changed, you will need to visit a BSP branch and register the new phone number for use with BSP SMS Banking.