

For Support:  (+675) 7030 1212 or 320 1212 servicebsp@bsp.com.pg www.bsp.com.pg Visit your nearest BSP

1. What is a complaint?

A complaint is when you are dissatisfied and want us to fix something. A complaint can be about our products, services, processes, staff, how you were treated, or the complaint handling process itself.

2. How can I make a complaint?

Online: Use our [online complaint form](#)

Email: Send an email to servicebsp@bsp.com.pg

Phone: Call us on (+675) 320 1212 or 7030 1212 (24 hours, 7 days excluding Public Holidays)

In branch: Visit us at your nearest branch

<https://www.bsp.com.pg/locate-us>

3. When will my complaint be resolved?

Depending on the type of complaint, most can be resolved on the spot or within a few days. If we are unable to immediately resolve your complaint, we will let you know and do our best to resolve your complaint within 30 business days.

4. How do I know BSP received my complaint?

You will receive a Complaint Acknowledgement Letter which contains a unique reference number. If you have not received your letter within 24 hours, please contact our Customer Call Centre on (+675) 320 1212 or 7030 1212.

5. How do I follow up my complaint?

You can quote your unique reference number at any BSP Branch or Customer Call Centre to track the status of your complaint.

6. What can I do if I am not satisfied with the outcome of my complaint?

If you have raised a complaint with us and you are not satisfied with the outcome or handling of your complaint, you can lodge a complaint with the Bank of Papua New Guinea.

Email: complaints@bankpng.gov.pg

Post: Customer Complaint Help Desk, P.O Box 121, Port Moresby, NCD, PNG.

7. Can I make a complaint if I am not a BSP customer?

Non-BSP customers can make general complaints related to BSP. If your complaint is about a non-BSP account or transaction, please contact your respective bank.