



# PUBLIC NOTICE

## BSP Core Banking System Upgrade Key Dates

Please be advised that BSP is upgrading its Core Banking System on the Easter long weekend commencing **Thursday 6th April** to **Sunday 9th April, 2023**. In preparation for this, we would like to advise BSP customers of the following key dates and activities.

### **Friday 24th March, 2023**

Temporary HOLD on all NEW Internet Banking registrations. Registration of new Internet Banking will not be done until Tuesday 11th April, 2023.

If you wish to register for Internet Banking, please do so before Friday 24th March or you can self register after the new system goes live on Tuesday 11th April, 2023.

### **Friday 31st March, 2023**

Existing BSP Internet Banking users will receive their new username on Friday 31st March or 9th April, 2023 via their registered email address. Please contact BSP Customer Service Centre **Phone:** + (675) 7030 1212 or 320 1212, **Email:** Servicebsp@bsp.com.pg or visit the nearest BSP branch to update your mandatory details (Email Address, Mobile Number and Date of Birth) if you have not updated your details.

### **Wednesday 5th April, 2023**

Temporary HOLD on all NEW account opening and Mobile Banking registration. Opening of new accounts and Mobile Banking registration will not be done until Tuesday 11th April, 2023.

If you wish to open an account or register for Mobile Banking, please do so before Wednesday 5th April, or you can register after new system goes live on Tuesday 11th April, 2023.

### **Thursday 6th April, 2023**

Internet Banking will NOT be available from 5pm Thursday 6th April, 2023 until 8pm Tuesday 11th April, 2023.

Mobile Banking "Funds Transfer" to other banks will NOT be available from 5pm, however internal BSP Funds Transfer and Top-Up services WILL BE available up to 11:50pm.

### **Friday 7th April, 2023**

All electronic banking services will not be available for a short period from 11:50pm on Thursday 6th to 3:05am on Friday 7th April, 2023 due to planned Core Banking System upgrade.

From 3:05am, ATM, EFTPoS and Internet Payment Gateway (IPG) services WILL BE available for use however Internet Banking and Mobile Banking will NOT be available.

### **Sunday 9th April, 2023**

All electronic banking services including Internet Banking and Mobile Banking will be available from 8pm.

### **Tuesday 11th April, 2023**

The Agency Banking Services will NOT be available from 11:50 pm Thursday 6th April, 2023 until 8am Tuesday 11th April, 2023.

We apologise for any inconvenience this may cause.

For any queries, contact our customer Service Centre on;

**Phone:** + (675) 7030 1212 or 320 1212

**Email:** Servicebsp@bsp.com.pg