



# Customer Feedback & Complaint Guide



**Our customers are our priority. We value your feedback, compliments, and complaints to help us improve your banking experience.**

## 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.

## How to make a complaint



### Online

Use our online complaint form at [www.bsp.com.pg/contact-us/complaint-form/](http://www.bsp.com.pg/contact-us/complaint-form/)



### Email

[servicebsp@bsp.com.pg](mailto:servicebsp@bsp.com.pg)



### Phone

Call us on 320 1212 or 7030 1212  
24 hours, 7 days excluding Public  
Holidays



### In branch

Visit us at your nearest branch  
[www.bsp.com.pg/locate-us](http://www.bsp.com.pg/locate-us)

When you make a complaint, you will need to provide your:

- Name
- Account number
- Phone number
- Email
- Complaint details

This information will help us respond to your complaint.

## What happens after you make a complaint?

### *Acknowledgement*

Our team will contact you by phone or email within 24 hours of receiving your complaint and you will be provided a Complaint Acknowledgement Letter with a unique reference number.

### *Resolving your complaint*

We will listen to your concerns, assess the information and work with you to find a fair and reasonable solution.

### *How long it will take*

We do our best to resolve complaints within 30 days. If we cannot resolve the complaint within 30 days, we will advise you and state the reason for the delay.

## If you are not happy with our response

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](mailto:complaints@bankpng.gov.pg)

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

## Compliments and other feedback

We would love to hear about your positive experiences and use your feedback to recognise team members who go above and beyond.

Use the contact details below to let us know if you have received exceptional service or if you have suggestions on how we can improve.



### **Email**

[servicebsp@bsp.com.pg](mailto:servicebsp@bsp.com.pg)



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Scan the QR code or visit [www.bsp.com.pg/contact-us/feedback-and-complaints/](http://www.bsp.com.pg/contact-us/feedback-and-complaints/) for more information about feedback and complaints.

