

For Support:  (+675) 70301212, (+675) 3201212  servicebsp@bsp.com.pg  www.bsp.com.pg  Visit your nearest BSP branch

My statement looks different. Is the information correct?

Yes, although the statement looks different, the information is a correct record of the transactions made on your account.

My statement now has two dates. What do they refer to?

1	2				
DATED	VALUE DATE	DESCRIPTION	DEBIT	CREDIT	BALANCE
20-APR-2023	19-APR-2023	MERCHANT PURCHASE-20Twenty Convinient ShoNCD PG 999VPOS2311001QD	128.00		2,123.36

1. **Date** - Transaction date
2. **Value Date** – Cleared funds available in your account

Why is the 'Value Date' sometimes different than the 'Date'?

This is best explained in the following examples. However, your account balance will always be up to date.

For example, if you made an Internet Banking transfer, ATM withdrawal or purchase using your BSP-issued card on Saturday, outside of our business working hours and days – this will be shown in the **Value Date**. When we open for business and process the transaction, this will be shown in **Date**.

Another example is, the date you deposit a cheque is shown in **Date**. When the cheque clears after 2 working days, the funds available will be shown in the **Value Date**.

What do the string of numbers at the end of my transaction description mean?

They are unique reference numbers added to your transaction details and are automatically generated.

What are these unique reference numbers used for?

The unique reference numbers help identify the transactions on your account and are used if you ever need to dispute a transaction.

Who do I speak to if I have a statement query?

You can contact the BSP Customer Call Centre for any account queries, including statements on (+675) 320 1212 or (+675) 7030 1212 or by email servicebsp@bsp.com.pg and by visiting your nearest BSP Branch or contact your Relationship Manager.

How can I access my account statement?

You can access your statement using Personal Internet Banking, BSP Mobile Banking, BSP PNG App or using an ATM.