

ACCOUNT BALANCE ISSUE UPDATE




**NEW BSP
BANKING
SYSTEM**

Dear Valued Customers,

BSP has previously informed customers via media and the BSP Website that we are implementing a new Banking System over the Easter weekend and that a technical issue arose.

Any new Banking System implementation is a complex undertaking. Even with extensive planning, it is not uncommon for such projects to encounter technical issues during implementation.

BSP would like to advise customers that due to a **technical error** some customers' **balances displayed are currently incorrect**.

-  BSP did not deduct or deposit any funds to any accounts and BSP is **currently addressing the technical issue**.
-  All transactions conducted since Thursday 6th April, 2023 are being processed.
-  As previously advised, customers who have overdrawn their accounts will be required to pay back BSP.

We sincerely apologise for any inconvenience this has caused.

For any queries, contact our Customer Call Centre on;
Phone: (+675)70301212 | (+675) 3201212 or
Email: servicebsp@bsp.com.pg

Terms and Conditions apply.

 320 1212 / 7030 1212 - 24/7

 www.bsp.com.pg    

BSP Financial Group Limited 1-4815

 **BSP**
Our Bank. Our People.