

### GENERAL

#### 1. What is the Corporate Visa Card?

It is a globally accepted payment card issued by BSP Financial Group Ltd that provides secure access to funds and streamlines business expenses management.

#### 2. Who can use Corporate Visa Card?

Businesses, Corporates, NGOs and Government Organisations can apply for Corporate Visa Card to be issued to nominated cardholders within their organisation.

#### 3. How can my organisation apply for Corporate Visa Card?

Lodge your Corporate Visa Card Application form at any BSP branch or deliver to your Relationship Manager.

#### 4. Do nominated cardholders have to be BSP customers?

No, however each nominated cardholder must satisfy BSP identification requirements.

#### 5. What is the minimum and maximum number of cards we can apply for?

The minimum number of cards an organisation can apply for is one (1). There is no maximum limit on number of cards that can be applied for.

#### 6. Can a cardholder be issued more than one card?

No, each cardholder must be issued only one Corporate Visa Card under each organisation.

#### 7. Can a cardholder use their card details to make card-less or online purchases?

Yes, cardholders can perform card-less transactions and online purchases by providing the necessary card details to a merchant or service provider.

#### 8. What security measures are in place to protect the card?

BSP uses EMV chip technology to secure transactions performed at ATM & EFTPoS terminals. Each card is issued with a PIN and has daily transaction limits in place to control spending. Online purchases require 3D Secure authentication and you receive Visa Alerts to your registered Mobile or email when transactions are performed using your card.

#### 9. Do I need to advise BSP Financial Group Ltd if/when I am travelling overseas?

Yes, it is important that you advise BSP Financial Group Ltd of your travel overseas so that they can update your card details to avoid any inconvenience.

#### 10. What details do I need to provide?

It is important that you provide BSP Financial Group Ltd your;

- a. Travel Dates and estimated date of your return
- b. Travel destinations (locations and duration of your stay in each place)
- c. Card details (16 digits on the face of the card)
- d. Contact details (Email or contact number)

### **11. What is 3D Secure?**

3D Secure is a security protocol used by banks worldwide to authenticate online card transactions. It is a service facilitated by Visa and Mastercard that allows you to transact securely online using your Corporate Visa Card.

### **12. Do I need to register for 3D Secure?**

Yes, it is important that you register for 3D Secure.

### **13. How do I register for 3D Secure?**

Each cardholder must register for 3D Secure through BSP Personal Internet Banking. Please refer to our 3D Secure FAQ for more information.

### **14. What do I do if I am not registered for BSP Personal Internet Banking?**

Contact your Relationship Manager or visit your nearest branch to register for Personal Internet Banking or contact BSP Customer Contact Centre on 320 1212/ 7030 1212 (local) or +675 305 7900 (international).

### **15. What is Visa Alerts?**

Notifications received on your registered Mobile device or email when transactions are performed using your card.

### **16. Do I need to register for Visa Alerts?**

Yes, you need to register for Visa Alerts to keep track of transactions performed using your card.

### **17. How do I register for Visa Alerts?**

You can register your Mobile number or email for Visa Alerts through BSP Personal Internet Banking. If you are not registered for BSP Personal Internet Banking refer to item #14 of this FAQ document.

### **18. What does EMV mean and what is an EMV chip card?**

EMV stands for Europay, MasterCard and Visa - It is a global standard for cards equipped with computer chips and the technology used to authenticate EMV chip card transactions.

The EMV chip provides added security that better protects the card against counterfeit card fraud. Refer to our EMV Chip Card FAQs for more information.

### **19. Where can the Corporate Visa Card be used?**

It can be used anywhere in the world where the Visa symbol is displayed, and at ATMs that display the Visa and/or Visa Plus logo.

### **20. What should cardholders do if they detect suspicious transactions?**

Immediately inform BSP Customer Contact Centre on 320 1212/ 7030 1212 (local) or +675 305 7900 (international) and lodge a dispute form. You can also contact your Relationship Manager or visit the nearest BSP branch to lodge your dispute.

### **21. What should cardholders do if the card is lost, stolen, or damaged?**

The cardholder or organisation must immediately call BSP Customer Contact Centre on 320 1212/ 7030 1212 (local) or +675 305 7900 (international) to report the status of the card. You can also contact your Relationship Manager or visit the nearest BSP branch to report the loss.

## **22. Are there any fees for our use of the cards?**

Yes, the following fees apply:

1. Application Fee - automatically charged when card is processed
2. Annual Fee - automatically charged yearly on anniversary of the card
3. Transactional Fees - charged based on card usage and channel used. For more information, refer to our Corporate Banking Fee Listing available on our website [www.bsp.com.pg](http://www.bsp.com.pg).

## **23. What is a Cardholder Account?**

The Cardholder Account is a cheque account opened for the purpose of facilitating purchases and withdrawals done using the card. There must be sufficient funds or credit available in the cardholder account to authorise transactions done using the card.

## **24. What is a Corporate Visa Account?**

The Corporate Visa Account is an optional account that can be set up if your organisation requires pooling of funds for two or more cardholder accounts.

Pooling allows funds or credit to be made available centrally for linked cardholder accounts to access as cards are used. This arrangement facilitates centralized transaction reporting and consolidated reconciliation of expenses.

The account is FEE FREE and NO account keeping charges apply.