



BANK OF PAPUA NEW GUINEA

PUBLIC NOTICE

CUSTOMER COMPLAINTS HELP DESK BSP CORE BANKING SYSTEM

BSP Financial Group Limited (BSP) has recently implemented a new core banking system called Flexcube, which is designed to provide a greater range of digitally enabled services, provide enhanced benefits to its customers and reduce business risk. However, some customers have experienced challenges with the new system.

In view of the above, the Central Bank has set up a customer complaints help desk to help resolve any issues relating to the implementation. This help desk will receive complaints that have either not been addressed by BSP or where the customer considers BSP's response to be inadequate. The complaints must have been previously reported to BSP.

How do you lodge a complaint?

1. First, you should contact BSP directly and explain your problem. You can do this by visiting the nearest branch, call their customer service number, or send an email to their dedicated address. Contact details of BSP's Customer Call Centre is Telephone: (+675) 70301212, (+675) 3201212 or Email: servicebsp@bsp.com.pg. BSP should acknowledge your complaint and try to resolve it within a reasonable time frame.
2. If you are not satisfied with BSP's response, or if you do not receive any response within 14 days, you can escalate your complaint to the customer complaints help desk at the Central Bank.
3. To lodge your complaint, you can send an email to complaints@bankpng.gov.pg or you can write to Customer Complaint Help Desk, P. O Box 121, Port Moresby, NCD, PNG.
4. When submitting your complaint, include the following information: your name, contact details, nature of your complaint, copies of any relevant documents or correspondences, and evidence of your previous attempts to resolve the issue(s).
5. The Central Bank will review your complaint and contact you for further information if needed. The Central Bank will then work with BSP for an amicable resolution of your complaints.
6. If you have any questions about the complaints help desk, you can contact the Central Bank on telephone 322 7200.

The Central Bank's customer complaints help desk is a free service for customers who have exhausted BSP's complaints process. It is not a legal process and does not affect your rights to seek other remedies.

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Acting Governor