

**Our Bank.  
Our People.**



# Digital Hub Customer Guide



# Topics



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*Use the hyperlinks to jump to a topic*

# 1. Introduction



- Our new Digital Hub offers improved navigation, support for desktop and mobile devices as well as enhanced security features.
- **Please note:** You will need your NEW **Username** and **Password** to login.
- You will receive **Username** via email, and **Password** via text message. If you are having trouble connecting to the new Digital Hub, please ensure your contact details are up to date.

## 2. Self Registration



- Self Registration is available to any Retail Customer who has not already set up Digital Hub

Complete the **Form** using your Account details



**BSP Digital Hub Registration**

Account Type: Current or Savings

Customer ID: \_\_\_\_\_

Branch: Freswota

Account Number: \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Email ID: *Please enter your email ID*

Date of Birth: *dd mmm yyyy*

[Continue](#) [Cancel](#)

**Register for the BSP Digital Hub**

If you are a BSP retail customer with an active bank account and do not already have Internet Banking, use this form to register and get banking online with the BSP Digital Hub.

Provide the required details in the form, exactly how they are recorded for your bank account with BSP. Once your account is matched, you can set a password and login immediately. If you are unable to match your account details, please [Contact Us](#) or visit your local BSP branch for assistance.

After you have successfully registered online you can contact us to enable features like payments and other financial transactions.

Note: all Form information must match what is recorded in your existing customer record.

*Please note Self Registration is not available for Corporate Customers*

## 2. Self Registration



- Create **Username and Password**

Select “**Get New User Name**”

Choose a **Password** that meets the security criteria

Enter the **Password**

Review the **Terms & Conditions** and select the checkbox

Select **Sign Up** to create your account.

The screenshot shows the 'Create Your Log In Details' form on the BSP website. The form includes fields for 'User Name' (containing '133137745'), 'Password', and 'Re Enter Password'. A 'Get New User Name' button is highlighted with a red box and a red arrow pointing to it. Below the password fields, there is a checkbox labeled 'I agree to Terms and Conditions' which is checked, and a 'Sign Up' button highlighted with a red box and a red arrow pointing to it. A 'Cancel' button is also visible. To the right of the form, a box titled 'Your Password can :' lists security criteria with checkmarks: 'Have 8 to 15 characters', 'Have uppercase (Minimum 1 mandatory)', 'Have lowercase (Minimum 1 mandatory)', 'Have numbers (Minimum 1 mandatory)', 'Have special characters (Minimum 1 mandatory) (Allowed characters are @,%+,!,#,\$,?,;,:,(),-\_.)', 'Not contain consecutive (abc)characters more than 3', 'Not contain identical (aaa) characters more than 2', and 'Not be a common password'. The BSP logo and a 'Login' link are visible in the top right corner of the page.

# 3. Navigation

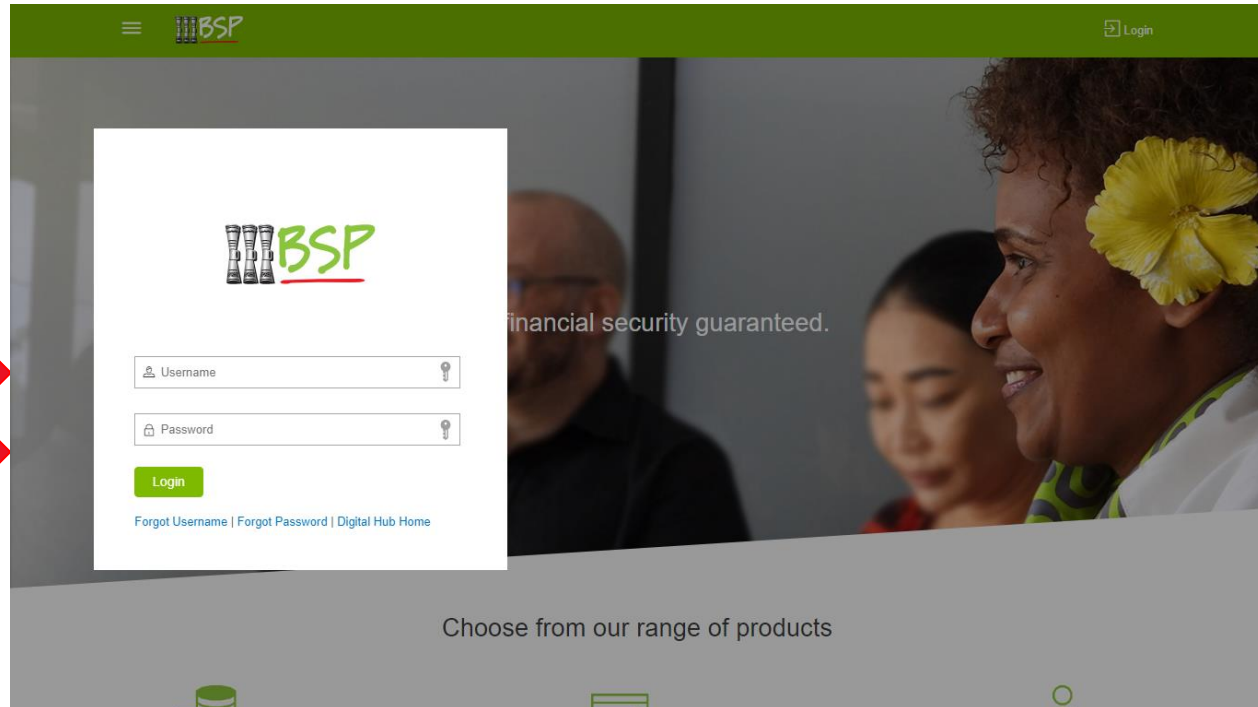


- The look and feel has been updated to make online banking faster and easier

## Login

Please perform the following steps:

Enter your  
**Username**  
Enter your  
**Password**



# 3. Navigation



- Our new Landing Page has **Dashboards** to give you a snapshot view of your key data and transactions

Dashboards:

**My Net Worth**

Current BSP Holdings

**Recent Activity**

Most recent transactions



The screenshot shows the BSP dashboard interface. At the top, there is a navigation bar with 'Dashboard', 'Trends', and 'Payments' tabs, along with search, notification, and login icons. The main content area is divided into several sections:

- My Net worth** (on 07 Jan 2021): A summary card showing 'I Have' (Current & Savings, Term Deposit) and 'I Owe' (Loans). Net worth is VUV668,128.00. Cash is VUV692,120.00. Debt is VUV24,000.00.
- Recent Activity**: A table showing transactions for 'Current & Saving' account (001XXXXXXXXX7).

Date	Description	Amount
03 Aug 2021	TRANSFER TE...	VUV30.00 Dr
03 Aug 2021	TRANSFER TE...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr
- My Accounts**: A list of accounts with balances and expandable arrows.

Account Type	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00
- Payments**: A grid of icons for 'Transfer Money', 'Pay Bills', 'Favorites', 'Manage payees & Billers', 'Fund Transfer History', and 'View Repeat Transfers'.
- Quick Access**: Icons for 'Transaction History', 'New Deposit', 'Eligibility Calculator', and 'Installment Calculator'.
- Upcoming Payments**: A list of scheduled payments, including '03 Aug 2021 internal transfer' for VUV100.00.



# 3. Navigation



- Part of the new layout includes an improved **Menu**

Menu:  
Click **here**  
to expand

The screenshot shows the BSP web application dashboard. A red arrow points to the menu icon (three horizontal lines) in the top left corner of the green header. The header also contains the BSP logo, navigation links for 'Dashboard', 'Trends', and 'Payments', and utility icons for search, notifications (34), and 'Logout'.

The main content area is divided into several sections:

- My Net worth** (on 07 Jan 2021): A summary card showing 'I Have' and 'I Owe' with circular progress indicators. It lists: Net worth VUV668,128.00, Cash VUV692,120.00, and Debt VUV24,000.00. A legend indicates 'Current & Savings' (blue) and 'Term Deposit' (red) for 'I Have', and 'Loans' (green) for 'I Owe'.
- Recent Activity**: A table showing transactions for 'Current & Saving' account 001XXXXXXXXX7:

Date	Description	Amount
03 Aug 2021	TRANSFER TE...	VUV30.00 Dr
03 Aug 2021	TRANSFER TE...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr
- My Accounts**: A list of accounts with balances and expandable arrows:

Account Type	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00
- Payments**: A grid of icons for 'Transfer Money', 'Pay Bills', 'Favorites', 'Manage payees & Billers', 'Fund Transfer History', and 'View Repeat Transfers'.
- Quick Access**: Icons for 'Transaction History', 'New Deposit', 'Eligibility Calculator', and 'Installment Calculator'.
- Upcoming Payments**: A list showing '03 Aug 2021 internal transfer' for a total amount of VUV100.00.



# 3. Navigation



- Review the **Menu** for the chosen action

Menu:  
Confirm your login details

Choose the **Action** you want to perform

The screenshot shows the BSP user interface. On the left, a navigation menu is highlighted with a red border. A red arrow points from the text 'Confirm your login details' to the top of the menu, and another red arrow points from 'Choose the Action you want to perform' to the bottom of the menu. The menu items are: Accounts, Payments, Mail Box, My Profile, Security Settings, Session Summary, ATM/Branch/Agent Locator, Manage Alerts, Limits, Help, and About. The main dashboard area shows a 'My Net worth' section with 'I Have' and 'I Owe' charts, a 'Recent Activity' table, and sections for 'My Accounts', 'Payments', and 'Quick Access'.

Date	Description	Amount
03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr

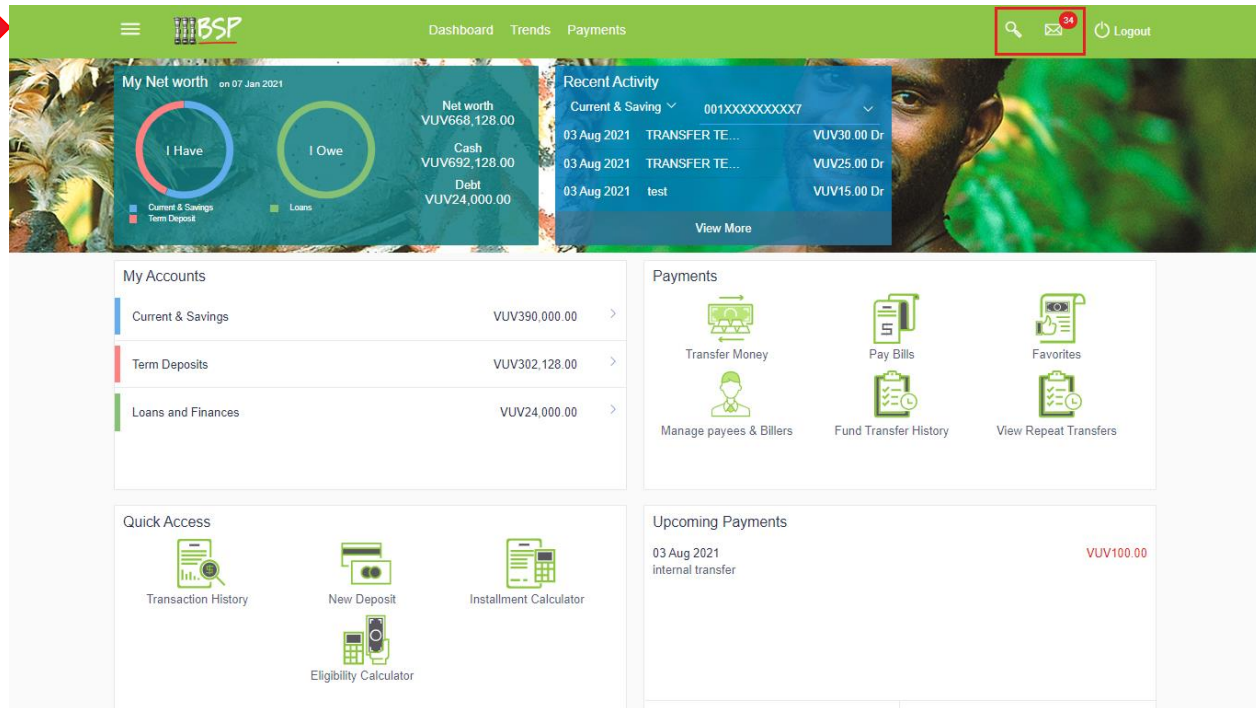
Account Type	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00

# 3. Navigation



## Search & Mail:

Use **Search** to find features and functions



## Notifications

Keep you in the loop

**Mail box** is a two way communication between the bank and the customer. The customers communicate with the bank via this secure mailbox facility.

**Alerts** are information messages sent by bank to the customer on certain pre-defined events in the customers account/profile using online banking.

**Notifications** are generic/specific messages sent by the bank to the customer e.g. promotions, marketing, information, etc.

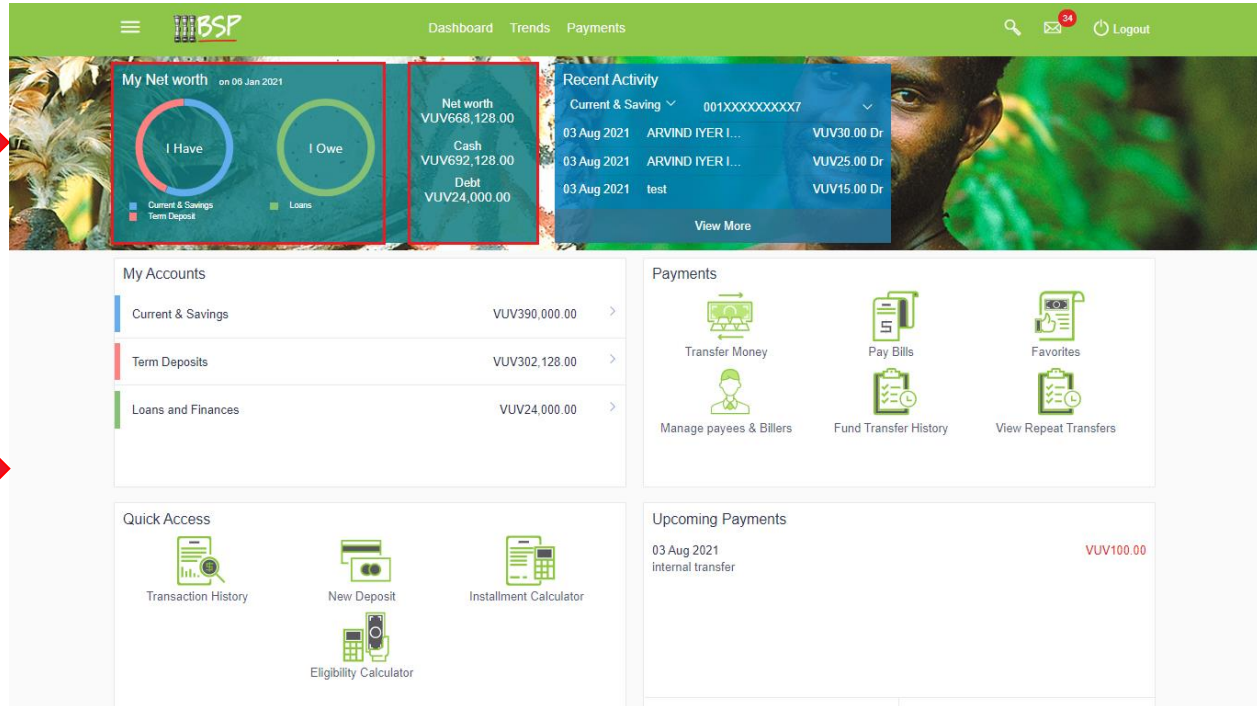
# 4. View Accounts



- Checking Account Balances via **Dashboards**

## Net Worth:

This panel uses a visual to present  
**Savings**  
**Deposits**  
**Loans**



The second panel displays summary balances for -  
**Net worth**  
**Cash**  
**Debt**



# 4. View Accounts



- **My Accounts** displays a snapshot view of your accounts

My Accounts:  
View Accounts  
and Balances



The screenshot shows the BSP mobile app dashboard. At the top, there is a navigation bar with 'Dashboard', 'Trends', and 'Payments' options, along with search, notification (34), and logout icons. The main content area is divided into several sections:

- My Net worth** (as of 06 Jan 2021): A donut chart showing 'I Have' (Current & Savings, Term Deposit) and 'I Owe' (Loans). Summary values: Net worth VUV668,128.00, Cash VUV692,128.00, Debt VUV24,000.00.
- Recent Activity**: A list of transactions for the selected account (Current & Saving, 001XXXXXXXXX7).

Date	Description	Amount
03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr
- My Accounts**: A table listing account categories and their balances.

Account Type	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00
- Payments**: A grid of icons for 'Transfer Money', 'Pay Bills', 'Favorites', 'Manage payees & Billers', 'Fund Transfer History', and 'View Repeat Transfers'.
- Quick Access**: Icons for 'Transaction History', 'New Deposit', 'Eligibility Calculator', and 'Installment Calculator'.
- Upcoming Payments**: A list of scheduled payments, currently showing one: '03 Aug 2021 internal transfer' for VUV100.00.

# 4. View Accounts



- Select **Current & Savings** to view more detail

Current & Savings:  
Click  
**Current & Savings**



The screenshot shows the BSP web dashboard. At the top, there is a navigation bar with 'Dashboard', 'Trends', and 'Payments'. Below this, there are several sections:

- My Net worth** (on 06 Jan 2021): A circular chart showing 'I Have' (Current & Savings, Term Deposit) and 'I Owe' (Loans). To the right, it lists: Net worth VUV668,128.00, Cash VUV692,128.00, and Debt VUV24,000.00.
- Recent Activity**: A table showing transactions for 'Current & Saving' account 001XXXXXXXXX7:

Date	Description	Amount
03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr
- My Accounts**: A list of accounts with a red box around the 'Current & Savings' entry:

Account Name	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00
- Payments**: A grid of icons for 'Transfer Money', 'Pay Bills', 'Favorites', 'Manage payees & Billers', 'Fund Transfer History', and 'View Repeat Transfers'.
- Quick Access**: Icons for 'Transaction History', 'New Deposit', 'Eligibility Calculator', and 'Installment Calculator'.
- Upcoming Payments**: A list showing an 'internal transfer' for '03 Aug 2021' with a value of 'VUV100.00'.



# 4. View Accounts



- Drill down to view more detailed Account information

My Accounts:  
View **Current & Savings** balance information



The screenshot shows the BSP mobile app dashboard. At the top, there's a green header with the BSP logo, navigation tabs (Dashboard, Trends, Payments), and user options (Logout). Below the header, there are two main sections: 'My Net worth' and 'Recent Activity'. The 'My Net worth' section displays a donut chart for 'I Have' (Current & Savings, Term Deposit) and 'I Owe' (Loans), along with a table of net worth components: Net worth (VUV668,128.00), Cash (VUV692,128.00), and Debt (VUV24,000.00). The 'Recent Activity' section shows a list of transactions for the 'Current & Saving' account (001XXXXXXXXX7) on 03 Aug 2021, including ARVIND IYER I... (VUV30.00 Dr), ARVIND IYER I... (VUV25.00 Dr), and test (VUV15.00 Dr). A red box highlights the 'Current & Savings' account details, which are expanded to show: 'Current & Savings 1 Accounts', 'Active', account number '000111135', and balance 'VUV390,000.00'. Below this, there are sections for 'Forex Calculator', 'Quick Access' (Transaction History, New Deposit, Eligibility Calculator, Installment Calculator), 'Payments' (Transfer Money, Pay Bills, Favorites, Manage payees & Billers, Fund Transfer History, View Repeat Transfers), and 'Upcoming Payments' (03 Aug 2021 internal transfer for VUV100.00).

# 4. View Accounts



- Select **Term Deposits** to view more detail

Term Deposits:  
Click  
**Term Deposits**



**My Net worth** on 09 Jan 2021

<b>I Have</b>	<b>I Owe</b>
Net worth VUV668,128.00	Loans
Cash VUV692,120.00	
Debt VUV24,000.00	

**Recent Activity**

03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr

**My Accounts**

Current & Savings	VUV390,000.00
<b>Term Deposits</b>	<b>VUV302,128.00</b>
Loans and Finances	VUV24,000.00

**Payments**

- Transfer Money
- Pay Bills
- Favorites
- Manage payees & Billers
- Fund Transfer History
- View Repeat Transfers

**Quick Access**

- Transaction History
- New Deposit
- Eligibility Calculator
- Installment Calculator

**Upcoming Payments**

03 Aug 2021	internal transfer	VUV100.00
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# 4. View Accounts



- Drill down to view more detailed Account information

My Accounts:  
View **Term Deposits**  
balance  
information



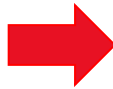
The screenshot shows the BSP mobile app dashboard. At the top, there's a navigation bar with 'Dashboard', 'Trends', and 'Payments'. Below this, there are sections for 'My Net worth' (with 'I Have' and 'I Owe' charts), 'Recent Activity' (listing transactions), and 'Term Deposits: 3 Accounts'. A red box highlights the 'Term Deposits' section, which lists two active accounts with their respective balances and maturity dates. Below the highlighted section are buttons for 'New Deposit' and 'Deposit Calculator'. Other sections include 'Payments' (with icons for Transfer Money, Pay Bills, Favorites, Manage payees & Billers, Fund Transfer History, and View Repeat Transfers), 'Quick Access' (with icons for Transaction History, New Deposit, Eligibility Calculator, and Installment Calculator), and 'Upcoming Payments' (showing an internal transfer of VUV100.00).

# 4. View Accounts



- Select **Loans and Finances** to view more detail

Loans and Finances:  
Click  
**Loans and Finances**



The screenshot shows the BSP mobile app dashboard. At the top, there is a green navigation bar with the BSP logo, a menu icon, and navigation links for Dashboard, Trends, and Payments. On the right side of the header, there are icons for search, notifications (34), and a Logout button.

The main content area is divided into several sections:

- My Net worth** (on 06 Jan 2021): A summary card showing "I Have" and "I Owe" with corresponding values. It includes a table: Net worth (VUV668,128.00), Cash (VUV692,128.00), and Debt (VUV24,000.00). A legend indicates Current & Savings (blue) and Loans (green).
- Recent Activity**: A list of transactions for the selected account (Current & Saving 001XXXXXXXXX7). The list shows three entries: 03 Aug 2021 ARVIND IYER I... (VUV30.00 Dr), 03 Aug 2021 ARVIND IYER I... (VUV25.00 Dr), and 03 Aug 2021 test (VUV15.00 Dr). A "View More" link is at the bottom.
- My Accounts**: A list of accounts with a red box highlighting the "Loans and Finances" account, which has a balance of VUV24,000.00. Other accounts include Current & Savings (VUV390,000.00) and Term Deposits (VUV302,128.00).
- Payments**: A section with icons for Transfer Money, Pay Bills, Favorites, Manage payees & Billers, Fund Transfer History, and View Repeat Transfers.
- Quick Access**: A section with icons for Transaction History, New Deposit, Eligibility Calculator, and Installment Calculator.
- Upcoming Payments**: A section showing a payment on 03 Aug 2021 for an internal transfer of VUV100.00.

# 4. View Accounts



- Drill down to view more detailed Account information

My Accounts:  
View Loans and Finances balance information



The screenshot shows the BSP mobile app dashboard. At the top, there is a navigation bar with 'Dashboard', 'Trends', and 'Payments'. Below this, the 'My Net worth' section displays a donut chart for 'I Have' (Current & Savings, Term Deposit) and 'I Owe' (Loans). To the right, 'Recent Activity' shows transactions for 'Current & Saving' account 001XXXXXXXXX7. A red box highlights the 'Loans And Finances' section, which shows '1 Accounts' with an 'Active' dropdown. The account details include account number 000111135, branch 001XXXXXXXXX3, and a balance of VUV24,000.00. Below this, there are buttons for 'Eligibility Calculator' and 'Installment Calculator'. The 'Payments' section includes icons for 'Transfer Money', 'Pay Bills', 'Favorites', 'Manage payees & Billers', 'Fund Transfer History', and 'View Repeat Transfers'. The 'Quick Access' section has icons for 'Transaction History', 'New Deposit', 'Eligibility Calculator', and 'Installment Calculator'. The 'Upcoming Payments' section shows a payment on 03 Aug 2021 for 'internal transfer' with a value of VUV100.00.

# 5. Term Deposits / Create



- Use the **Menu** to navigate to **Term Deposits**

Menu:  
Click **here** to  
expand the menu



The screenshot shows the BSP web dashboard. At the top, there is a green navigation bar with the BSP logo, navigation links (Dashboard, Trends, Payments), and user options (Logout). Below the navigation bar, the main content area is divided into several sections:

- My Net worth** (on 07 Jan 2021): A summary card showing "I Have" and "I Owe" metrics. Net worth is VUV668,128.00. Cash is VUV692,128.00. Debt is VUV24,000.00.
- Recent Activity**: A table showing transactions for the account 001XXXXXXXXX7. Transactions include transfers of VUV30.00, VUV25.00, and VUV15.00 on 03 Aug 2021.
- My Accounts**: A list of accounts with balances:
  - Current & Savings: VUV390,000.00
  - Term Deposits: VUV302,128.00
  - Loans and Finances: VUV24,000.00
- Payments**: A grid of icons for "Transfer Money", "Pay Bills", "Favorites", "Manage payees & Billers", "Fund Transfer History", and "View Repeat Transfers".
- Quick Access**: A grid of icons for "Transaction History", "New Deposit", "Eligibility Calculator", and "Installment Calculator".
- Upcoming Payments**: A list of upcoming payments, including an "internal transfer" of VUV100.00 on 03 Aug 2021.

# 5. Term Deposits / Create



- A Term Deposit is opened via **Accounts**

Menu:

Choose  
**Accounts**



Select  
**Term Deposits**



The screenshot shows the BSP mobile app interface. On the left is a navigation menu with the following items: Accounts (highlighted with a red box and arrow), Current and Savings, Term Deposits (highlighted with a red box and arrow), Loans and Finances, Payments, Mail Box, My Profile, Security Settings, Session Summary, ATM/Branch/Agent Locator, Manage Alerts, Limits, and a home indicator. The main dashboard area displays: 'My Net worth' on 06 Jan 2021 with a donut chart showing 'I Have' (Current & Savings) and 'I Owe' (Loans); 'Net worth' summary: VUV668,128.00 (Total), Cash VUV692,128.00, and Debt VUV24,000.00; 'Recent Activity' table for account 001XXXXXXXXXX7 with three transactions; 'My Accounts' table listing Current & Savings (VUV390,000.00), Term Deposits (VUV302,128.00), and Loans and Finances (VUV24,000.00); 'Payments' section with icons for Transfer Money, Pay Bills, Manage payees & Billers, and Fund Transfer History; 'Quick Access' section with icons for Transaction History, New Deposit, Eligibility Calculator, and Installment Calculator; and 'Upcoming Payments' section showing an internal transfer on 03 Aug 2021.



# 5. Term Deposits / Create



- Choose **New Deposit** to create a Term Deposit

Menu:

Choose  
**New Deposit**



The screenshot displays the BSP user interface. On the left, a navigation menu is visible with the following items: Accounts, Current and Savings, Term Deposits, New Deposit (highlighted with a red box), View Statement, Edit Maturity Instruction, Request Statement, Loans and Finances, Payments, Mail Box, My Profile, and Security Settings. A red arrow points from the text 'Choose New Deposit' to the 'New Deposit' menu item. The main content area shows a dashboard with 'My Net worth' (on 06 Jan 2021) and 'Recent Activity' sections. The 'My Net worth' section includes a donut chart for 'I Have' and 'I Owe', and a table with the following data:

Category	Amount
Net worth	VUV668,128.00
Cash	VUV692,128.00
Debt	VUV24,000.00

The 'Recent Activity' section shows a table with the following data:

Date	Description	Amount
03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr

The dashboard also features sections for 'My Accounts' (Current & Savings: VUV390,000.00; Term Deposits: VUV302,128.00; Loans and Finances: VUV24,000.00), 'Payments' (Transfer Money, Pay Bills, Manage payees & Billers, Fund Transfer History), 'Quick Access' (Transaction History, New Deposit, Installment Calculator, Eligibility Calculator), and 'Upcoming Payments' (03 Aug 2021 internal transfer).

# 5. Term Deposits / Create



- Enter Deposit Account, Tenure and Maturity details

New Deposit:

Enter  
Term Deposit  
details

Click  
Create

**New Deposit**

**Holding Details**

Select Holding Pattern

Single  Joint

**Deposit Details**

Select Product

Retail TD Annual Interest Payout

Deposit Amount

VUV 100,000

Amount should be between: VUV100,000.00 and VUV9,000,000.00

Deposit Tenure

Future  Date

2 Years 0 Months 0 Days

Minimum allowed is 2 Years and Maximum allowed is 5 Years

Calculate Maturity

Select Account

001XXXXXXXXXX7

Balance: VUV395,000.00

Maturity Instruction

Close on Maturity

Pay to

Own Account

Transfer Account

001XXXXXXXXXX7

HARBELLE CASHMOR  
Post Via  
Main Road  
Kumal Highway  
Post Via, State Province  
Variable

Back to Dashboard



# 5. Term Deposits / Create



- Review and confirm Term Deposit details

New Deposit:

Review  
Term Deposit  
details



Click  
Confirm



Dashboard Trends Payments

New Deposit

You initiated a request for New Deposit. Please review details before you confirm!

**Holding Details**

Primary Account Holder  
HARRIETTE CAMERON

Holding Pattern  
SINGLE

**Deposit Details**

Term Deposit Product  
Retail TD Annual Interest Payout

Interest Rate  
1.50%

Deposit Amount  
VUV100,000.00

Maturity Date  
03 Aug 2023

Maturity Amount  
VUV103,023.00

Source Account  
001XXXXXXXXXX7

**Maturity Details**

Maturity Instruction  
Close on Maturity

Pay To  
Own Account

Transfer Account  
HARRIETTE CAMERON  
001XXXXXXXXXX7  
Port Vila  
Main Road  
Kumul Highway  
Port Vila, Efate Province  
Vanuatu

Confirm Cancel Back

# 5. Term Deposits / Create



- 2 factor authentication is required for added security

New Deposit:

*A One-Time password will be sent to your Mobile. Check **Text Messages** for the Code*

Enter  
**Verification Code**



Click  
**Submit**



Dashboard Trends Payments

New Deposit

**One Time Verification**

A verification code has been sent to your registered mobile number and email address. Please enter that code below to complete the process

Verification Code

Resend Code  
Attempts Left  
4

Reference Number  
23358

Submit Cancel

# 5. Term Deposits / Maturity



- Choose **Edit Maturity Instruction** to revise maturity details

Menu:

Choose  
**Edit Maturity  
Instruction**



The screenshot displays the BSP user interface. On the left, a navigation menu lists various options. The 'Edit Maturity Instruction' option is highlighted with a red box. A red arrow points from the text 'Choose Edit Maturity Instruction' to this menu item. The main content area shows a dashboard with sections for 'My Net worth', 'Recent Activity', 'My Accounts', 'Payments', 'Quick Access', and 'Upcoming Payments'.

Category	Value
Net worth	VUV668,128.00
Cash	VUV692,128.00
Debt	VUV24,000.00

Date	Description	Amount
03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr

Account Type	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00

# 5. Term Deposits / Maturity



- Enter Maturity and Payout details

Edit Maturity:

Choose  
Maturity Instruction

Select  
Payout To  
details

Click  
Save



Dashboard Trends Payments

### Edit Maturity Instruction

Select Account  
001XXXXXXXXX8  
Balance : VUV100,000.00

Maturity Instruction  
Close on Maturity

Pay To  
Own Account

Transfer Account  
001XXXXXXXXX7  
HARRIETTE CAMERON  
Port Vila  
Main Road  
Kumul Highway  
Port Vila, Efate Province  
Vanuatu

Notes

You can change the maturity instructions set at the time of opening this deposit.

Select Pay out at maturity and update your account details.

If your maturity instruction is to Renew Principal and Interest, it will be reinvested at the interest rate applicable on the maturity date for a deposit of that term and amount.

Save Back

# 5. Term Deposits / Maturity



- Review and confirm Maturity and Payout details

Edit Maturity:

**Review Edit  
Maturity Instruction  
details**

*Please check this  
information carefully  
before confirming*

**Click  
Confirm**



**Edit Maturity Instruction**

You initiated a request for Edit Maturity Instructions for Deposit. Please review details before you confirm!

TD Account Number  
001XXXXXXXXXX8

Revised Maturity Instruction  
Close on Maturity

Pay To  
Own Account

Pay To  
HARRIETTE CAMERON  
001XXXXXXXXXX7  
Port Vila  
Main Road  
Kumul Highway  
Port Vila, Efate Province  
Vanuatu

# 5. Term Deposits / Maturity



- 2 factor authentication is required for added security

Edit Maturity:

*A One-Time password will be sent to your Mobile. Check **Text Messages** for the Code*

Enter  
**Verification Code**



Click  
**Submit**



Dashboard Trends Payments

Logout

### Edit Maturity Instruction

#### One Time Verification

A verification code has been sent to your registered mobile number and email address. Please enter that code below to complete the process

Verification Code

.....

[Resend Code](#)

Attempts Left  
4

Reference Number  
23359

# 6. Domestic Transfer



- A Domestic Transfer is made via **Payments**

Menu:  
Choose **Payments**

The screenshot shows the BSP web interface. On the left, a navigation menu is visible with the 'Payments' option highlighted by a red arrow. The main content area displays a dashboard with various financial metrics and options.

**Navigation Menu:**

- Accounts
- Payments**
- Favorites
- Transfer Money
- Adhoc Payment
- Multiple Transfers
- Pay Bills
- Multiple Bill Payments
- Upcoming Payments Inquiry
- Fund Transfer History
- Repeat Transfers
- Manage Payees & Billers
- Mail Box

**Dashboard Metrics:**

- My Net worth** (on 06 Jan 2021):
  - I Have: VUV668,128.00
  - I Owe: VUV24,000.00
- Net worth** (on 06 Jan 2021): VUV668,128.00
- Cash**: VUV692,128.00
- Debt**: VUV24,000.00

**Recent Activity:**

Date	Description	Amount
03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr

**My Accounts:**

Account Type	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00

**Payments Section:**

- Transfer Money
- Pay Bills
- Manage payees & Billers
- Fund Transfer History

**Quick Access:**

- Transaction History
- New Deposit
- Eligibility Calculator
- Installment Calculator

**Upcoming Payments:**

- 03 Aug 2021: internal transfer



# 6. Domestic Transfer



- Domestic Transfers are made via **Adhoc Payments**

Menu:  
Choose  
**Adhoc Payments**

The screenshot displays the BSP web interface. On the left, a navigation menu lists various options, with 'Adhoc Payment' highlighted by a red box and a red arrow pointing to it. The main content area shows a dashboard with a 'My Net worth' section, a 'Recent Activity' table, and several quick access icons. The 'My Net worth' section includes a donut chart for 'I Have' and 'I Owe', and a table of financial data.

Category	Value
Net worth	VUV668,128.00
Cash	VUV692,128.00
Debt	VUV24,000.00

Date	Description	Amount
03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr

# 6. Domestic Transfer



- Use the following instructions to make the transfer

Payment Form:

Select Domestic



Enter the Beneficiary details



Click Pay



The screenshot shows the 'Adhoc Domestic Payment' form in the BSP system. The form is divided into several sections: 'Account Type' with buttons for 'Internal', 'Domestic', and 'International'; 'Account Information' with fields for Account Number (1234567), Account Name (Henry), Beneficiary Address (132, Brown Lane, Vanston Street, Port Vila, Vanuatu), and Bank Code (ANZ-VANUATU); 'FINANCIAL DETAILS' with fields for Transfer From (001XXXXXXXXXX), Balance (VUV 250,000.00), Amount (VUV 100), and Transfer When (Now selected, Later unselected); 'Purpose' with a dropdown menu (Transaction is a general cash m...); and 'Note (Optional)' with a text area (Optional Text as remarks) and a character count (13 Characters Left). At the bottom, there are 'Pay' and 'Cancel' buttons, and a 'Back to Dashboard' link.

# 6. Domestic Transfer



- Review and confirm the transfer details

Payment Form:

Review  
Payment details



*Please check this information carefully before confirming*

Click  
Confirm



**Adhoc Domestic Payment**

Dashboard Trends Payments

Search 99 Logout

Favorites Transfer Money **Adhoc Transfer** Multiple Transfers Upcoming Payments Fund Transfer History Pay Bills Multiple >

You initiated a request for Adhoc Payment. Please review details before you confirm!

Account Type  
Domestic

Account Number  
1234567

Account Name  
Henry

Beneficiary Address  
132 , Brown Lane

Vanson Street

City  
Port Vila

Country  
Vanuatu

Pay Via  
Credit Transfer

Bank Code  
ANZ-VANUATU

Transfer From  
001XXXXXXXXXXXX

Amount  
VUV100.00

Transfer When  
03 Aug 2021

Purpose  
Transaction is a general cash management instruction.

Note  
Optional Text as remarks

[Back to Dashboard](#)

# 6. Domestic Transfer



- 2 factor authentication is required for added security

Adhoc Domestic:

*A One-Time password will be sent to your Mobile. Check **Text Messages** for the Code*

Enter  
**Verification Code**



Click  
**Submit**



The screenshot shows the 'Adhoc Domestic Payment' page on the BSP website. The page has a green header with the BSP logo and navigation links for 'Dashboard', 'Trends', and 'Payments'. On the right side of the header, there are icons for search, a notification bell with '34', and a 'Logout' button. The main content area is titled 'Adhoc Domestic Payment' and contains a 'One Time Verification' section. Below this title, a message states: 'A verification code has been sent to your registered mobile number and email address. Please enter that code below to complete the process'. There is a text input field for the 'Verification Code' with a red border and a red arrow pointing to it from the left. The field contains six dots and a 'Show/Hide' icon. Below the input field, there is a 'Resend Code' link and 'Attempts Left 4'. A 'Reference Number' field displays '23360'. At the bottom of the form, there are two buttons: a green 'Submit' button with a red border and a red arrow pointing to it from the left, and a grey 'Cancel' button.

# 7. International Transfer



- An International Transfer is made via **Payments**

Menu:  
Choose **Payments**

The screenshot displays the BSP online banking dashboard for user HARRIETTE CAMERON. A red arrow points to the 'Payments' option in the left-hand navigation menu. The main dashboard area shows a 'My Net worth' summary with 'I Have' and 'I Owe' metrics, a 'Recent Activity' table, and sections for 'My Accounts', 'Payments', 'Quick Access', and 'Upcoming Payments'.

Date	Description	Amount
03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr

Account Type	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00

Feature	Icon
Transaction History	[Icon]
New Deposit	[Icon]
Eligibility Calculator	[Icon]
Installment Calculator	[Icon]

# 7. International Transfer



- International Transfers are made via **Adhoc Payments**

Menu:  
Choose  
**Adhoc Payments**

The screenshot displays the BSP web interface for user HARRIETTE CAMERON. The left sidebar menu includes: Accounts, Payments, Favorites, Transfer Money, **Adhoc Payment** (highlighted with a red arrow), Multiple Transfers, Pay Bills, Multiple Bill Payments, Upcoming Payments Inquiry, Fund Transfer History, Repeat Transfers, Manage Payees & Billers, Mail Box, and another Mail Box. The main dashboard area shows 'My Net worth' on 06 Jan 2021 with a net worth of VUV668,128.00, broken down into Cash (VUV692,128.00) and Debt (VUV24,000.00). It also features a 'Recent Activity' table and sections for 'My Accounts', 'Payments', 'Quick Access', and 'Upcoming Payments'.

Date	Description	Amount
03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr

Account Type	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00

Feature	Icon
Transaction History	[Icon]
New Deposit	[Icon]
Installment Calculator	[Icon]
Eligibility Calculator	[Icon]
Eligibility Calculator	[Icon]

Date	Description
03 Aug 2021	internal transfer

# 7. International Transfer



- Use the following instructions to make the transfer

Payment Form:  
Select  
International



Enter the  
payment details



The screenshot shows the 'Adhoc International Payment' form in the BSP system. The form is titled 'Adhoc International Payment' and has a navigation bar with options: Favorites, Transfer Money, Adhoc Transfer (selected), Multiple Transfers, Upcoming Payments, Fund Transfer History, Pay Bills, and Multipl. The form is divided into several sections:

- Account Type:** Three buttons: Internal, Domestic, and International (highlighted with a red box).
- To Country:** A dropdown menu with 'Australia' selected.
- To Currency:** A dropdown menu with 'Australian Dollar' selected.
- Purpose of Funds:** A dropdown menu with '08-TRANSFER TO FAMILY MEMBERS ABROAD' selected.
- Transfer Description:** A text field with 'Expenses' entered.
- BSB Number/FEDWIRE/SORTCODE/IFSC:** A text field with '009070' entered.
- FINANCIAL DETAILS:**
  - Transfer From:** A dropdown menu with '001XXXXXXXXX7' selected.
  - Balance:** VUV390,000.00
  - Amount:** A dropdown menu with 'AUD' selected and a text field with 'A\$100.00' entered. A 'View Limits' link is below.
  - Calculate in Local Currency:** A button.
- Transfer When:** A radio button with 'Now' selected.

On the right side of the form, there is a box titled 'What are the benefits?' with a crown icon and text explaining the service: 'Transfer money to any bank account by simply specifying the account number and supporting bank and branch information. You can transfer money to accounts held within BSP as well as to other bank accounts held both within the country and internationally. The Adhoc Transfer service also allows you to register your payee for future use, once you have made the transfer.'



# 7. International Transfer



- Use the following instructions to make the transfer

Payment Form:

Enter the Beneficiary details



The screenshot shows the BSP International Transfer form. The form is titled "International Transfer" and is part of the "Payments" section. It includes fields for "Beneficiary Bank Details" and "Beneficiary Account Details". The "Beneficiary Bank Details" section includes a "Pay Via" dropdown menu set to "SWIFT Code", a "Reset" button, and a "SWIFT Code" field containing "ANZBAU33XXX". The "Beneficiary Account Details" section includes fields for "Account Number" (1234567), "Account Name" (Henry), "Beneficiary Address" (132, Brown Lane, Vanson Street), "City" (Brisbane), "Country" (Australia), and "Correspondence Charges" (SHARED). The "Payment Details" section includes a "Note (Optional)" field with "Optional Text as remarks" and a "35 Characters Left" indicator. At the bottom of the form, there are "Pay" and "Cancel" buttons. A red box highlights the "Pay" button.

Click Pay



# 7. International Transfer



- Review and confirm the transfer details

## Payment Form:

Review  
Payment details



*Please check this information carefully before confirming*

Click  
Confirm



The screenshot shows the BSP payment form interface. At the top, there is a navigation bar with 'Dashboard', 'Trends', and 'Payments'. Below this is a sub-navigation bar with 'Favorites', 'Transfer Money', 'Adhoc Transfer', 'Multiple Transfers', 'Upcoming Payments', 'Fund Transfer History', 'Pay Bills', and 'Multipl'. A notification banner at the top of the form area states: 'You initiated a request for Adhoc Payment. Please review details before you confirm!'. The form content is as follows:

- Account Type: International
- Account Number: 1234567
- Account Name: Henry
- Beneficiary Address: 132 Brown Lane, Vanson Street, Brisbane, Australia
- Pay Via: SWIFT Code
- SWIFT Code: ANZAU33XXX
- ANZ SECURITIES LIMITED, 551 COLLINS STREET, VICTORIA, AU
- Transfer From: 001XXXXXXX0007
- Amount: A\$100.00
- Transfer Date: 01 Aug 2021
- Correspondence Changes: SHARED
- Payment Details: International Transfer
- Optional Text as remarks: Purpose of Funds: 00-TRANSFER TO FAMILY MEMBERS ABROAD
- Transfer Description: Expenses
- Sender Name: HARRIETTE CAMERON
- Address: 123 ABC Drive, Port Vila, Vanuatu
- Regulatory Reporting: Trade Import Remittance-Payments For Import VANUATU

At the bottom of the form, there are three buttons: 'Confirm', 'Back', and 'Cancel'. The 'Confirm' button is highlighted with a red box and a red arrow pointing to it from the text 'Click Confirm'.

# 7. International Transfer



- 2 factor authentication is required for added security

Adhoc International:

*A One-Time password will be sent to your Mobile. Check **Text Messages** for the Code*

Enter  
**Verification Code**



Click  
**Submit**



The screenshot shows the 'Adhoc International Payment' page on the BSP website. The page has a green header with the BSP logo and navigation links for 'Dashboard', 'Trends', and 'Payments'. A search icon, a notification bell with '34', and a 'Logout' button are also present. The main content area is titled 'Adhoc International Payment' and contains a 'One Time Verification' section. A message states: 'A verification code has been sent to your registered mobile number and email address. Please enter that code below to complete the process'. Below this is a 'Verification Code' input field with a red border and a red arrow pointing to it. To the right of the input field is a small eye icon. Below the input field are links for 'Resend Code' and 'Attempts Left 4'. A 'Reference Number' field displays '23361'. At the bottom of the form are two buttons: a green 'Submit' button with a red border and a red arrow pointing to it, and a grey 'Cancel' button.

# 8. Pay a Bill



- Paying a Bill is done via **Payments**

Menu:  
Choose **Payments**



The screenshot shows the BSP web interface. On the left is a navigation menu with the following items: Accounts, Payments (highlighted with a red box), Favorites, Transfer Money, Adhoc Payment, Multiple Transfers, Pay Bills (highlighted with a red box), Multiple Bill Payments, Upcoming Payments Inquiry, Fund Transfer History, Repeat Transfers, Manage Payees & Billers, and Mail Box. The main dashboard area displays 'My Net worth' with 'I Have' and 'I Owe' charts, 'Recent Activity' table, 'My Accounts' table, 'Payments' section with icons for Transfer Money, Pay Bills, Manage payees & Billers, and Fund Transfer History, and 'Upcoming Payments' section.

Date	Description	Amount
03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr

Account Type	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00

Choose **Pay Bills**



# 8. Pay a Bill



- Enter Bill details as required – refer to Bill if necessary

## Pay Bills:

Enter Bill details

The following data is required -

**Biller Name**

**Relationship no.**

**Amount**

**Pay From (A/C)**

**Bill Date**

**Bill Number**

**Notes (to Biller)**

Click **Pay**

Pay Bills

Favorites Transfer Money Adhoc Transfer Multiple Transfers Upcoming Payments Fund Transfer History **Pay Bills** Multipl >

Biller Name  
VANUATU UTILITIES & INFRASTRUCTURE

Relationship No.  
1234

Amount  
VUV100  
[View Limits](#)

Pay From  
001XXXXXXXXX7

Balance : VUV300,000.00

Bill Date  
04 Jan 2021

Bill Number  
123456789

Note (optional)  
Invoice number 3482222  
58 Characters Left

**Pay** **Cancel**

[Back to Dashboard](#)

**What are the benefits?**

No more waiting in queues , issuing cheques or late payment hassles . Consolidated view of all billers and payment history.

Make all payments and recharges at one place Get SMS Alerts for bill presentments, payments etc.

**Want to be done with all your bill payments at once?**  
Now you can pay all your bills at once by utilizing the BSP Digital Hub [Multiple Bill Payments](#) service.

# 8. Pay a Bill



- Review and confirm **Bill Payment** details

Pay Bills:

Review  
Payment details  
*Please check this  
information carefully  
before confirming*  
Click  
**Confirm**



Pay Bills

You initiated a request for Bill Payment. Please review details before you confirm!

Biller Name  
VANUATU UTILITIES & INFRASTRUCTURE

Relationship No.  
1234

Amount  
VUV100.00

Pay From  
001XXXXXXXXXX7

Bill Date  
04 Jan 2021

Bill Number  
123456789

Note  
Invoice number 3482222

Confirm Back Cancel

# 8. Pay a Bill



- 2 factor authentication is required for added security

## Pay Bills:

*A One-Time password will be sent to your Mobile. Check **Text Messages** for the Code*

Enter  
Verification Code



Click  
Submit



The screenshot shows the 'Pay Bills' section of the BSP website. At the top, there is a green navigation bar with the BSP logo, 'Dashboard', 'Trends', and 'Payments' links, along with search, notification (34), and Logout icons. Below the navigation bar, the page title is 'Pay Bills'. The main content area is titled 'One Time Verification' and contains the following text: 'A verification code has been sent to your registered mobile number and email address. Please enter that code below to complete the process'. There is a text input field for the 'Verification Code' with a red border and a red arrow pointing to it from the left. Below the input field, there is a 'Resend Code' link and 'Attempts Left: 4'. A 'Reference Number' of '23362' is displayed. At the bottom of the form, there are two buttons: 'Submit' (highlighted with a red border and a red arrow pointing to it from the left) and 'Cancel'.

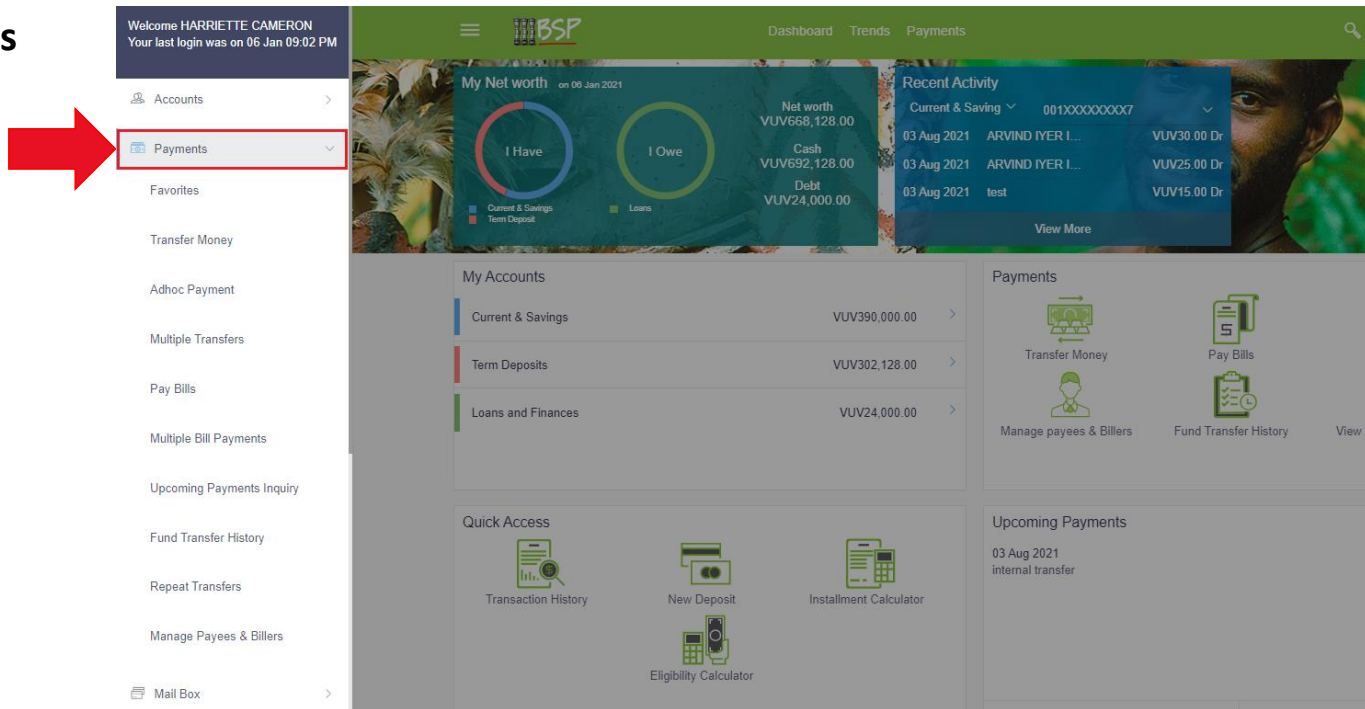


# 9. Peer to Peer Payment



- Make a digital payment to anyone anytime

Menu:  
Choose Payments



*Please note Peer to Peer Payments are not available for Corporate Customers*

# 9. Peer to Peer Payment



- Peer to Peer payments are made via **Adhoc Payments**

Menu:  
Choose  
**Transfer Money**



The screenshot shows the BSP mobile app interface. On the left, a sidebar menu is visible with the following items: Accounts, Payments, Favorites, **Transfer Money** (highlighted with a red box and a red arrow), Adhoc Payment, Multiple Transfers, Pay Bills, Multiple Bill Payments, Upcoming Payments Inquiry, Fund Transfer History, Repeat Transfers, Manage Payees & Billers, and Mail Box. The main content area displays a dashboard with a 'My Net worth' section showing 'I Have' and 'I Owe' metrics, a 'Recent Activity' table, and sections for 'My Accounts', 'Payments', 'Quick Access', and 'Upcoming Payments'.

Date	Description	Amount
03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr

Account Type	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00

Feature	Icon
Transaction History	[Icon]
New Deposit	[Icon]
Eligibility Calculator	[Icon]
Installment Calculator	[Icon]

# 9. Peer to Peer Payment



- Make a digital payment to anyone anytime

Transfer Money:  
Select  
New Payee



**Transfer Money**

Dashboard Trends Payments

Transfer Type

Existing Payee  **New Payee**  My Accounts

Transfer Via

Email/Mobile

Email/Mobile

Amount

VUV [View Limits](#)

Transfer From

001XXXXXXXXX7

Balance : VUV390,000.00

Note (Optional)

80 Characters Left

[Transfer](#) [Cancel](#)

**Transferring money is convenient, fast and secure via the BSP Transfer Money service.**

Using this service you can transfer money from your BSP savings or current account to any of your registered payees across the globe. BSP also enables you to transfer money to your friends' Email address or Mobile Number in case you don't have their account information handy.

Want to make an account transfer now but have not yet registered the payee? No problem! Use the [BSP Adhoc Transfer](#) service to transfer money to any bank account by simply specifying the account number and supporting bank and branch information. This service also allows you to register the payee for future use, once you have made the transfer.

Did you know?  
You can also initiate multiple transfers towards numerous payees at once. All you have to do is select the [Multiple Transfers](#) option to get started.

**Please Note**  
Domestic Payments from a BSP foreign currency account are not currently permitted via the BSP Digital Hub, including Peer to Peer payments. Please visit a BSP branch or contact Customer Care for assistance.

# 9. Peer to Peer Payment



- Enter the payment details for the Payee

Transfer Money:

Enter  
Email or Mobile  
Enter Amount

Click Transfer

# 9. Peer to Peer Payment



- Review and confirm the **Payment** details

## Transfer Money:

*Please check this information carefully before confirming*

Review  
Payment details



Click  
Confirm



# 9. Peer to Peer Payment



- 2 factor authentication is required for added security

## Transfer Money:

*A One-Time password will be sent to your Mobile. Check **Text Messages** for the Code*

Enter  
Verification Code



Click  
Submit



Dashboard Trends Payments

Transfer M Transfer Money

One Time Verification

A verification code has been sent to your registered mobile number and email address. Please enter that code below to complete the process

Verification Code

Resend Code

Attempts Left  
4

Reference Number  
23363

Submit Cancel

# 9. Peer to Peer Payment



- Note the payment has been successful
- Record the Security Code for sharing with the Payee

## Transfer Money:

The system will generate a “claim” code for the Payee

Record the **Security Code**



Please notify the **Payee** of this code as they will need it to claim the money

The screenshot shows the BSP Peer To Peer Payment confirmation page. At the top, there is a green navigation bar with the BSP logo, a menu icon, and links for Dashboard, Trends, and Payments. On the right side of the bar are search, notification (13), and Logout icons. Below the navigation bar, the page title is "Peer To Peer Payment". A dark blue banner contains a success message: "Your transaction is successful! Reference Number 2021182025196319 Host Reference Number 001POUP211820002". Below this, a dark blue box highlights the Security Code: "Security Code - The receiver of your funds transfer must enter the below security code to claim the money 44808". The code "44808" is highlighted in red. Below the security code, the payment details are shown: "Pay via EMAIL", "Transfer To bojenkins@jenkins.com", "Amount VUV 10,000", and "Transfer From 001XXXXXXXXX9". At the bottom, there is a section titled "What would you like to do next?" with three icons: "Go To Dashboard", "More Payment Options", and "Add Payee".



# 10. Manage Alerts



- Manage automated alerts via **Managing Alerts**

## Menu:

There are THREE types of alerts -

- ✓ **Email**
- ✓ **On Screen**
- ✓ **Push Text**

Click **here** to **Manage Alerts**



The screenshot shows the BSP mobile banking interface. The top navigation bar includes 'Dashboard', 'Trends', and 'Payments'. The main content area is divided into several sections:

- My Net worth** (on 06 Jan 2021): A summary of financial status with two donut charts: 'I Have' (Current & Savings, Term Deposit) and 'I Owe' (Loans).

Net worth	VUV668,128.00
Cash	VUV692,128.00
Debt	VUV24,000.00
- Recent Activity** (Current & Saving 001XXXXXXXXXX7):

03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr
- My Accounts**:

Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00
- Payments**: Includes icons for Transfer Money, Pay Bills, Manage payees & Billers, and Fund Transfer History.
- Quick Access**: Includes Transaction History, New Deposit, Eligibility Calculator, and Installment Calculator.
- Upcoming Payments**: Shows a payment on 03 Aug 2021 for an internal transfer.

The left sidebar menu is visible, with 'Manage Alerts' highlighted in a red box. Other menu items include Accounts, Payments, Mail Box, My Profile, Security Settings, Session Summary, ATM/Branch/Agent Locator, Limits, Help, and About.

# 10. Manage Alerts



- Choose the alert type and delivery option(s)

## Alerts Subscription:

Choose an **Alert** for a given Account



# 10. Manage Alerts



- Choose the alert type and delivery option(s)

## Alerts Subscription:

Click  
Save Changes



# 11. Manage Mailbox



- Stay on top of mail, alerts and notifications

Mailbox:  
Click **here** to  
view messages



The screenshot shows the BSP mobile app dashboard. At the top right, there is a mailbox icon with a red notification bubble containing the number '34'. Below the dashboard, there are several sections: 'My Net worth' with a donut chart and summary table, 'Recent Activity' with a list of transactions, 'My Accounts' with a list of account types and balances, 'Payments' with icons for Transfer Money, Pay Bills, Favorites, Manage payees & Billers, Fund Transfer History, and View Repeat Transfers, 'Quick Access' with icons for Transaction History, New Deposit, Eligibility Calculator, and Installment Calculator, and 'Upcoming Payments' with a list of scheduled payments.

Category	Value
Net worth	VUV668,128.00
Cash	VUV692,128.00
Debt	VUV24,000.00

Date	Description	Amount
03 Aug 2021	TRANSFER TE...	VUV30.00 Dr
03 Aug 2021	TRANSFER TE...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr

Account Type	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00

Date	Description	Amount
03 Aug 2021	internal transfer	VUV100.00

There are THREE  
types of messages -

- ✓ **Mail**
- ✓ **Alerts**
- ✓ **Notifications**

# 11. Manage Mailbox



- View Mail

Mailbox:

Select any **Mail** message to view the contents



A screenshot of a web application's mailbox interface. The top navigation bar is green and contains the BSP logo, 'Dashboard Trends Payments', a search icon, a notification icon with '34', and a 'Logout' button. Below the navigation bar, the 'Mailbox' section has three tabs: 'Mail', 'Alerts (31)', and 'Notifications (3)'. The 'Mail' tab is active. On the left, a sidebar menu is highlighted with a red box, containing 'Compose Mail', 'Inbox', 'Sent Mail', and 'Deleted Mail'. The main content area shows a table with columns for 'Start Date', 'End Date', 'Subject', and 'Received'. The table is currently empty, displaying 'No data to display.' and 'Page 1 (0 of 0 items)'. A 'Go' button is visible next to the date filters.

# 11. Manage Mailbox



- View Alerts

Alerts:

Select any **Alerts** message to view the contents



The screenshot shows the BSP Alerts interface. The top navigation bar includes 'Dashboard', 'Trends', and 'Payments'. The main content area is titled 'Alerts' and has tabs for 'Mail', 'Alerts (31)', and 'Notifications (3)'. A table of alerts is displayed with columns for 'Subject' and 'Received'. The second row, 'Domestic Fund Transfer Pay Later Initiation Alert', is highlighted. A red box encloses the entire table content. Below the table is a pagination control showing 'Page 1 of 4 (1-10 of 31 items)' and navigation buttons.

<input type="checkbox"/>	Subject	Received
<input type="checkbox"/>	<u>Domestic Fund Transfer Pay Later Initiation Alert</u>	04 Jan 2021 05:42:38 PM
<input type="checkbox"/>	Bill Payment Alert	04 Jan 2021 05:36:42 PM
<input type="checkbox"/>	Term Deposit Opening Alert	04 Jan 2021 05:30:40 PM
<input type="checkbox"/>	Domestic Fund Transfer Initiation Alert	14 Dec 2020 10:52:45 PM
<input type="checkbox"/>	Internal Fund Transfer SI Initiation Alert	11 Dec 2020 01:43:26 PM
<input type="checkbox"/>	Internal Fund Transfer SI Initiation Alert	27 Nov 2020 05:12:13 PM
<input type="checkbox"/>	Internal Fund Transfer SI Initiation Alert	27 Nov 2020 01:55:27 PM
<input type="checkbox"/>	P2P Transfer Initiation Alert	13 Nov 2020 08:41:26 PM
<input type="checkbox"/>	P2P Transfer Initiation Alert	13 Nov 2020 08:34:14 PM
<input type="checkbox"/>	P2P Transfer Initiation Alert	13 Nov 2020 08:23:30 PM

# 11. Manage Mailbox



- View Notifications

Notifications:

Select any **Notification** message to view the contents



Notifications

Mail Alerts (31) Notifications (3)

<input type="checkbox"/>	Subject	Received
<input type="checkbox"/>	Testing	18 Dec 2020 12:00:00 AM
<input type="checkbox"/>	Test notification12	20 Nov 2020 06:40:00 PM
<input type="checkbox"/>	Testing Notification	05 Nov 2020 10:00:00 AM

Page 1 of 1 (1-3 of 3 items) < 1 >



# 11. Manage Mailbox



- Create a mail message to notify BSP via system mail

Mailbox:

Select  
Compose Mail



A screenshot of the BSP Mailbox web interface. The top navigation bar is green and contains the BSP logo, 'Dashboard Trends Payments', a search icon, a mail icon with a red '34' notification badge, and a 'Logout' button. Below the navigation bar, the 'Mailbox' section has three tabs: 'Mail', 'Alerts (31)', and 'Notifications (3)'. The 'Mail' tab is active. A 'Compose Mail' button is highlighted with a red border and a red arrow. Below the button are three mail folders: 'Inbox', 'Sent Mail', and 'Deleted Mail'. To the right of the folders is a search and filter area with 'Start Date' and 'End Date' dropdowns, a 'Go' button, and a 'Subject' filter. Below this is a table with columns 'Subject' and 'Received', and a message 'No data to display.' At the bottom of the table is a pagination control showing 'Page 1 (0 of 0 items)' and navigation arrows.

# 11. Manage Mailbox



- Compose your mail message (choose a topic)

Mailbox:

Choose a topic from the **Select** dropdown



The screenshot shows the BSP Mailbox interface. At the top, there is a green navigation bar with the BSP logo, a search icon, a notification bell with '34', and a 'Logout' button. Below the navigation bar, the 'Mailbox' section is visible, with tabs for 'Mail', 'Alerts (31)', and 'Notifications (3)'. The 'Compose Mail' button is highlighted in teal. To the left of the main composition area, there is a sidebar with 'Inbox', 'Sent Mail', and 'Deleted Mail'. The 'Category' dropdown menu is open, showing a list of topics. A red box highlights the dropdown menu. Below the composition area, there is a '1000 Characters Left' indicator, a 'Send' button, and an 'Attach File' button. At the bottom, there is a 'Back To Dashboard' link.

# 11. Manage Mailbox



- Compose your mail message (enter text and send)

## Mailbox:

Compose your message using the textbox



Click **Send** to forward the message to BSP



The screenshot shows the BSP Mailbox interface. At the top, there is a green navigation bar with the BSP logo, 'Dashboard', 'Trends', and 'Payments' links, and a search icon, a notification bell with '34', and a 'Logout' button. Below the navigation bar, the 'Mailbox' section is visible, with tabs for 'Mail', 'Alerts (31)', and 'Notifications (3)'. The 'Compose Mail' form is the main focus, featuring a 'Compose Mail' button, a category dropdown set to 'Block Debit / ATM card', and a text input field containing the message text: 'Dear Sir/Madam, Please block my ATM card #5162 3322 with expiry 11/22 Thank you Regards'. The 'Send' button is highlighted with a red box, and the text input field is also highlighted with a red box. Below the text input field, it shows '909 Characters Left' and a 'Send' button. There is also an 'Attach File' button. At the bottom, it says 'Maximum allowed file size 5 MB' and 'Allowed file types : jpeg, png, doc, pdf, txt, zip'. A 'Back To Dashboard' link is at the bottom left.

# 11. Manage Mailbox



- Maintain your mailbox by deleting old / unwanted messages

Mailbox:

Go to Mail

Select the message to be deleted

Click the Trash Icon to delete the message

The screenshot shows the BSP Mailbox interface. At the top, there is a green navigation bar with the BSP logo, 'Dashboard', 'Trends', and 'Payments' links, and a search icon, a mail icon with a '34' notification badge, and a 'Logout' button. Below the navigation bar, the 'Mailbox' section is visible, with tabs for 'Mail', 'Alerts (31)', and 'Notifications (3)'. The 'Mail' tab is active. On the left, there is a 'Compose Mail' button and a list of folders: 'Inbox', 'Sent Mail', and 'Deleted Mail'. The 'Sent Mail' folder is selected. In the main area, a table of messages is displayed. The first message, 'Block Debit / ATM card', is selected with a blue checkmark. A red box highlights the trash icon in the top right corner of the message list, and another red box highlights the selected message row. A third red box highlights the 'Sent Mail' folder in the left sidebar. At the bottom of the message list, there is a pagination control showing 'Page 1 of 1 (1-2 of 2 Items)' and navigation arrows.

# 12. Manage Password



- Follow these steps to **Change Password**

Menu:  
Click **here** to  
expand the menu



The screenshot shows the BSP web application dashboard. At the top, there is a green navigation bar with the BSP logo, navigation links for 'Dashboard', 'Trends', and 'Payments', and a search icon, a notification bell with '34', and a 'Logout' button. Below the navigation bar, the main content area is divided into several sections. On the left, there is a 'My Net worth' section with a donut chart showing 'I Have' and 'I Owe' components, and a table of financial data. To the right of this is a 'Recent Activity' section showing a list of transactions. Below these are 'My Accounts' and 'Payments' sections. The 'My Accounts' section lists 'Current & Savings' (VUV390,000.00), 'Term Deposits' (VUV302,128.00), and 'Loans and Finances' (VUV24,000.00). The 'Payments' section contains icons for 'Transfer Money', 'Pay Bills', 'Favorites', 'Manage payees & Billers', 'Fund Transfer History', and 'View Repeat Transfers'. At the bottom left is a 'Quick Access' section with icons for 'Transaction History', 'New Deposit', 'Eligibility Calculator', and 'Installment Calculator'. At the bottom right is an 'Upcoming Payments' section showing a payment of VUV100.00 on 03 Aug 2021.

# 12. Manage Password



- Passwords are maintained in **Security Settings**

Menu:  
Choose **Security Settings**

The screenshot displays the BSP user interface. On the left, a navigation menu lists several options: Accounts, Payments, Mail Box, My Profile, Security Settings (highlighted with a red arrow), Session Summary, ATM/Branch/Agent Locator, Manage Alerts, Limits, Help, and About. The main content area shows a dashboard with a 'My Net worth' section, a 'Recent Activity' table, and various service tiles like 'My Accounts', 'Payments', 'Quick Access', and 'Upcoming Payments'.

Date	Account	Amount
03 Aug 2021	ARVIND IYER I...	VUV30.00 Dr
03 Aug 2021	ARVIND IYER I...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr

Account Type	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00

# 12. Manage Password



- Use this screen to change your Digital Hub Password

Change Password:  
Choose a **Password**  
that meets the  
security criteria

Enter the  
**Password**

Click **Submit**



The screenshot shows the 'Change Password' form in the BSP Digital Hub. The form is titled 'Change Password' and has two tabs: 'Change Password' (selected) and 'Set Security Question'. The form contains the following fields and instructions:

- Instruction: "Please change your password for security reasons."
- Field: "Current Password"
- Field: "New Password" (with a key icon indicating password strength)
- Field: "Re-enter Password"
- Buttons: "Submit" and "Cancel"

To the right of the form, there is a section titled "Your Password can :" with a list of security criteria:

- Have 8 to 15 characters
- Have uppercase (Minimum 1 mandatory)
- Have lowercase (Minimum 1 mandatory)
- Have numbers (Minimum 1 mandatory)
- Have special characters (Minimum 1 mandatory)  
(Allowed characters are @,%+,!,#,\$,?,;,:,(),-,\_)
- Not contain consecutive (abc) characters more than 3
- Not contain identical (aaa) characters more than 2
- Not be a common password



# 12. Manage Password

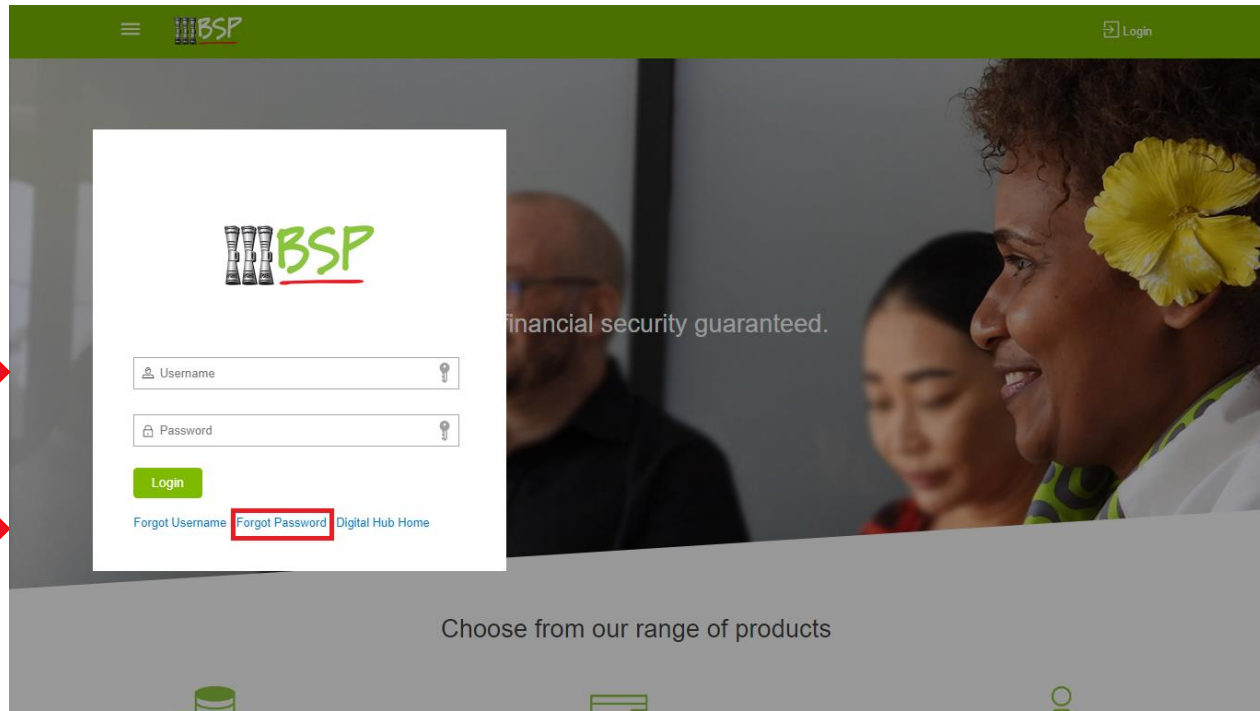


- Follow these steps if you have **Forgotten Password**

Enter  
**Username**



Click  
**Forgot Password**



# 12. Manage Password



- Use this screen to confirm your identity

Confirm identity:

Enter  
**Username**



Enter  
**Date of Birth**



Click  
**Continue**



The screenshot shows a web interface for the 'Forgot Password' feature. At the top, there is a green navigation bar with a menu icon, the 'BSP' logo, and a 'Login' link. Below the navigation bar, the page title is 'Forgot Password'. A message reads: 'Okay, no problem. Just enter the details below.' There are two input fields: 'Username' and 'Date of Birth'. The 'Date of Birth' field has a date picker icon and a placeholder 'dd mmm yyyy'. Below the input fields are two buttons: 'Continue' (highlighted with a red box) and 'Cancel'. At the bottom, a note states: 'Note:Forgot Password Feature is not available for Guest Users.'

# 12. Manage Password



- Upon successful validation of the Username and Date of Birth, an OTP will be sent to your mobile number & email address

## OTP Verification:

The screenshot shows the BSP web interface. At the top, there is a green header with the BSP logo and a 'Login' button. Below the header, the 'Forgot Password' section is active, displaying the username '702445678' and the date of birth '01 Jan 2000'. There are 'Continue' and 'Cancel' buttons. A note states: 'Note:Forgot Password Feature is not available for Guest Users.' Below this is the 'One Time Verification' section, which includes a message: 'A verification code has been sent to your registered mobile number and email address. Please enter that code below to complete the process'. There is a text input field for the 'Verification Code' with a red box around it, a 'Resend Code' link, and 'Attempts Left' set to 4. The 'Reference Number' is '23555'. At the bottom, there are 'Submit' and 'Cancel' buttons, with the 'Submit' button highlighted by a red box.

Enter  
PIN



Click  
Submit



# 12. Manage Password



- Follow the password guidelines to create a NEW password

Change Password:

Enter NEW Password



Re Enter NEW Password



Click **Submit**



The screenshot shows a web interface for changing a password. At the top, there is a green header with a menu icon, the BSP logo, and a 'Login' link. Below the header, the text 'Please enter your new password' is displayed. There are two input fields: 'Password' and 'Re-enter Password'. The 'Re-enter Password' field has a key icon on the right. Below the input fields are two buttons: a green 'Submit' button and a grey 'Cancel' button. To the right of the input fields is a box containing a lock icon and the heading 'Your Password can :'. Below this heading is a list of password requirements:

- Have 8 to 15 characters
- Have uppercase (Minimum 1 mandatory)
- Have lowercase (Minimum 1 mandatory)
- Have numbers (Minimum 1 mandatory)
- Have special characters (Minimum 1 mandatory) (Allowed characters are @, %, +, !, #, \$, ?, ;, :, (, ), -, \_ '')
- Not contain consecutive (abc) characters more than 3
- Not contain identical (aaa) characters more than 2

# 13. PaySecure App

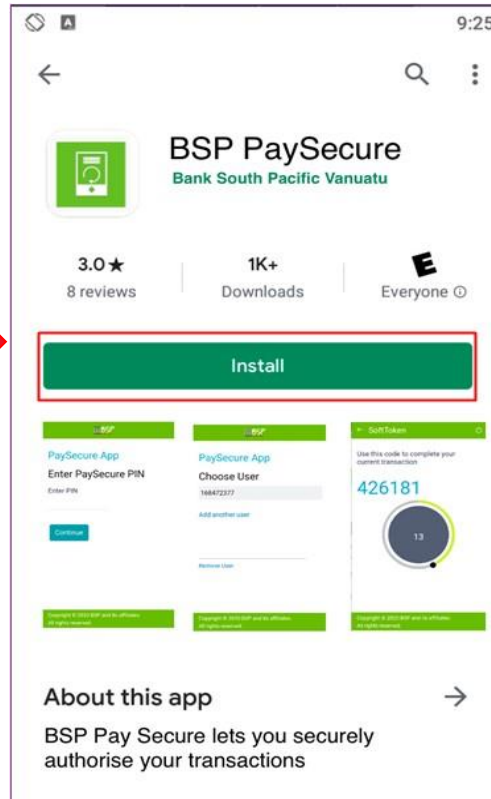


- **PaySecure** for iOS or Android is an alternative to the 2-Factor Password authentication.

BSP PaySecure:

*Search for the app in your favorite app store*

Click **Install**



# 13. PaySecure App



- Register the PaySecure App with the BSP Digital Hub

Register:

*Note: your security must be set-up to use PaySecure.*

Enter **Username**



Enter **Password**



Click **Register**

A screenshot of a mobile application interface for the PaySecure App. At the top, there is a green header with the BSP logo and the time '3:00'. Below the header, the text 'PaySecure App' is displayed in blue. The main heading is 'Register' with the subtitle 'To continue to PaySecure'. There are two input fields: 'User Name' containing the number '987654321' and 'Password' containing a series of dots. A blue 'Register' button is located below the password field. At the bottom of the screen, there is a green footer with the text 'Copyright © 2020 BSP and its affiliates. All rights reserved.' and a small flag icon. The Android navigation bar is visible at the very bottom.

# 13. PaySecure App



- Set up a PIN for faster login

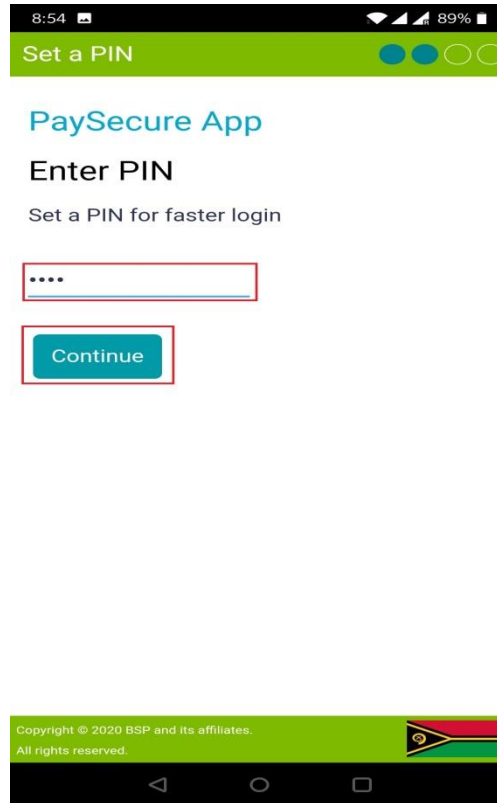
## PIN

*Set up a PIN for faster login into the PaySecure app*

Enter **PIN**



Click **Continue**



# 13. PaySecure App

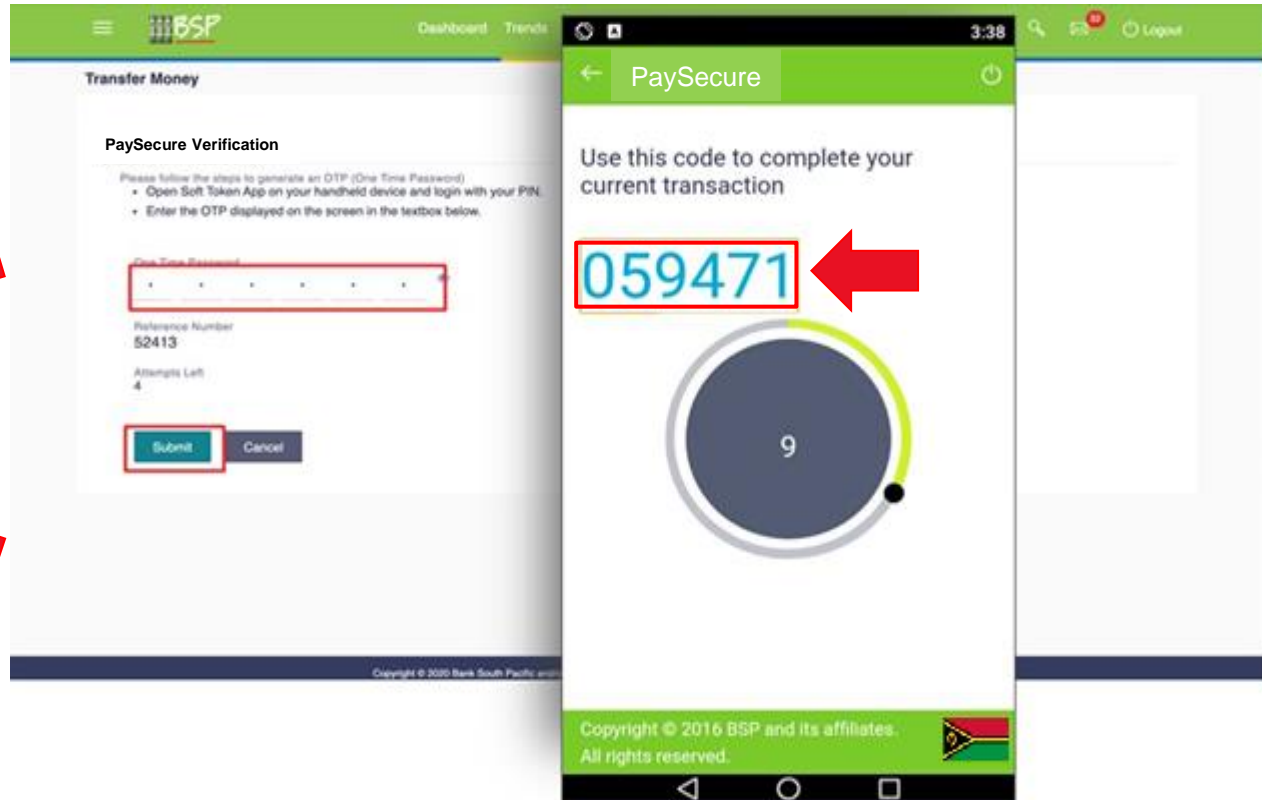


- Use the App to create an authorization token

SoftToken:  
You will be prompted for a **PaySecure Verification**.

Use the App  
To generate the  
**One Time Password**

Click **Submit**





# 14. Logout



- Be safe and stay secure – always **Logout** when you're done

Logout:  
Click  
**Logout**

The screenshot shows the BSP mobile app dashboard. A red arrow points to the 'Logout' button in the top right corner of the green header bar. The dashboard includes sections for 'My Net worth', 'Recent Activity', 'My Accounts', 'Payments', 'Quick Access', and 'Upcoming Payments'.

Category	Amount
Net worth	VUV668,128.00
Cash	VUV692,128.00
Debt	VUV24,000.00

Date	Description	Amount
03 Aug 2021	TRANSFER TE...	VUV30.00 Dr
03 Aug 2021	TRANSFER TE...	VUV25.00 Dr
03 Aug 2021	test	VUV15.00 Dr

Account Type	Balance
Current & Savings	VUV390,000.00
Term Deposits	VUV302,128.00
Loans and Finances	VUV24,000.00

Date	Description	Amount
03 Aug 2021	Internal transfer	VUV100.00