



Customer Feedback & Complaints



Consumer rights

If you're not happy with our response,
you can lodge a complaint with the
Reserve Bank of Fiji at **rbf.gov.fj**
(scan this QR code for quick access).

We're here to help

Get in touch with our friendly team.

BSP Financial Group Limited
132 888
bula@bsp.com.fj
bsp.com.fj
Visit your nearest BSP branch

FJ2507

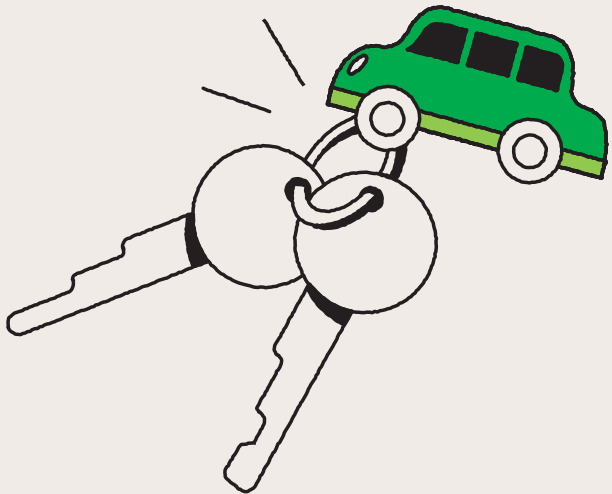
Please deliver to any BSP office near you **or** post directly to:

The Manager
Customer Service Centre
BSP Financial Group Limited
Private Mail Bag
Suva

Postage
Prepaid

We value your feedback

At BSP, our job is to make sure you have a great customer experience. Help us to keep improving by giving us your honest feedback.



Complaints

If something has gone wrong, we want to hear about it so we can try to make things right. We will listen to your concerns and work hard to serve you better.

Two options for lodging a complaint

1. Offline

Fill in the attached Customer Complaints and Feedback Form. Hand it in, with any related documents, at any BSP branch or department. You can also mail it to:

The Customer Care Manager

Bank South Pacific
Private Mail Bag, Suva

(No envelope needed if mailing the form directly)

2. Online

Give your feedback via the “Make an enquiry” form on our website under the Help section.

What happens after you lodge a complaint?

We try to resolve most complaints within 5 working days. Complicated issues may take longer. Whatever happens, we'll keep you informed along the way.

Suggestions

Your suggestions help us improve our service and make our products more useful. Use the feedback form to send us your ideas.

Compliments

If one of our team makes your day, we'd love to know who they are and what they did. Your compliments motivate our staff and show us what's working well.

Send your suggestions and compliments to our Customer Care Department

Complete and hand in the attached form at your local branch. Or call, email or send it to:

Customer Care Centre

Bank South Pacific
Private Mail Bag, Suva
Phone: 132 888 or 330 3738
Email: bula@bsp.com.fj



Customer Complaints & Feedback Form

Customer's details

Given name

Surname

Title

Mr ☐

Mrs ☐

Ms ☐

Miss ☐

Other ☐

Postal Address:

Email

Mobile

Telephone

Preferred method of communication

Email ☐

Mobile ☐

Telephone ☐

Account owner(s)

Account number(s)

Customer's message

Please tick the appropriate box and provide the details below (attach any supporting documents)

Complaint ☐

Compliment ☐

Suggestion ☐

Have you brought this matter to the attention of any of our officers?

Yes ☐

No ☐

If yes, name of Officer and where?

Customer's signature

Date (DD/MM/YYYY)

In addition to sending us this form, you can also reach our team on our communication channels.

132 888 | 3331 4400 (within Fiji)
+679 321 4300 (outside of Fiji)

bula@bsp.com.fj
Visit your nearest BSP branch