

Switch to better

A how-to guide for
switching salary nomination
and recurring payments to
CreditBank PNG.



A relationship you can bank on.

Switching made easy.

We know that Switching where your salary gets deposited and how monthly payments are made can feel like a challenging task. So, we've put together this simple Switch guide to make it as easy as possible to get the job done.

By direct depositing your salary into your CreditBank PNG Transaction account, or transferring funds into your account consistently from another bank, you will get all the benefits of better banking, including a lot of FREE:

- **FREE** monthly account maintenance
- **FREE** anytime access to your accounts
- **FREE** internal and external fund transfers
- **FREE** statements you can download and print
- **FREE** recurring payments
- **FREE** use of your CreditBank PNG Debit card (no transaction fees!)
- **FREE** time, no queuing, just clicking.

Follow these simple guidelines to switch your salary nomination and recurring monthly payments to CreditBank PNG.

Remember, timing is everything in life, so when you Switch your salary nomination, be sure your salary is deposited on the date requested and your Beneficiaries are set up and ready to be paid.

If you have any questions or need help Switching, please email: contactus@creditbank.com.pg

Switching salary nomination.

Whether you are switching from another bank to CreditBank PNG, or having your salary direct deposited into your CreditBank PNG Transaction account for the first time, you will need to take these important steps:

1. Inform your employer you are nominating your salary for direct deposit into your CreditBank PNG Transaction account.
2. You can nominate your full salary or a portion of it i.e. 50% to your new CreditBank PNG Transaction account.

Switching salary nomination from another bank to CreditBank PNG:

Your employer might have a “change salary direct deposit” form, if not, use the information below to create your own. Please include the following information:

Your Name _____ Address _____

Home Phone _____ Work Phone _____

To Whom It May Concern:

I would like to change my salary nomination to a different bank.

(For partial salary nomination to CreditBank PNG, use this sentence: I would like to change 50% of my salary ***nomination to a different bank***).

As of _____ (date), please start making this automatic deposit into my account at:

CreditBank PNG

BSB Number*: _____

Account Number: _____

If you have any questions about this request, please contact me at _____

Signature _____

Date _____

*CreditBank PNG
BSB code numbers.
Please use the BSB
code of YOUR branch:

Port Moresby
078-001

Lae
078-002

Kokopo
078-003

Mt Hagen
078-004

Waigani
078-005

If you receive payment from multiple companies, please complete and send this form to each company where you have an arrangement for payroll deposits in your account.

Transferring funds from another bank.

At CreditBank PNG, domestic fund transfers, both internally and externally, are FREE. Check with your current bank to fully understand their fees and the best way to make transfers.

To get the most out of your CreditBank PNG account, transfer an amount of money that enables you to enjoy the full benefit of digital banking, all from wherever you are with internet access. 24/7:

- No wallet, no worries if you have your phone. Use your virtual card. No transaction fees.
- Shop online and in-store at over 38 million merchants that accept Visa cards. No transaction fees.
- Set up or stop recurring payments instantly.
- See transaction history of all payments in real-time.
- Get printable statements with no fees.
- And so much more.

Switching Your Recurring Payments to CreditBank PNG.

Once you are sure your salary is being deposited into your CreditBank PNG account, it's time to move your recurring payments to your CreditBank PNG Transaction account.

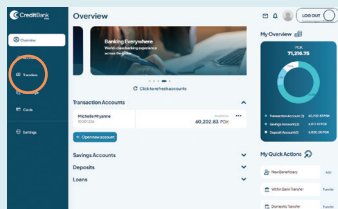
Recurring payments are the payments that are automatically made each month, for a set amount, paid on a set date to beneficiaries you assign. To make sure you transfer all payees to CreditBank PNG, you should:

- Log into your old bank's online banking site and select the option to view your beneficiaries (payees)
- Print the details to use when you set up your CreditBank PNG recurring payments
- Cancel recurring payments from your old bank to avoid paying twice once you have set up payments at CreditBank PNG.

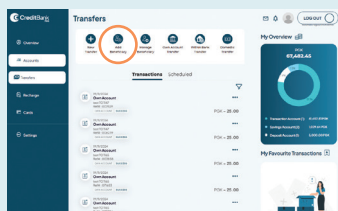
Then, log into your CreditBank PNG Transaction account and follow the prompts:

Create Beneficiaries

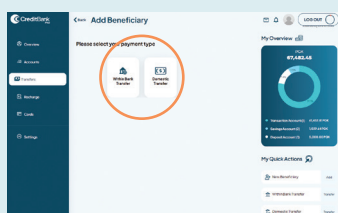
1. From the overview page, click on the Transfers tab.



2. Choose Add Beneficiary to create beneficiary and follow prompts.

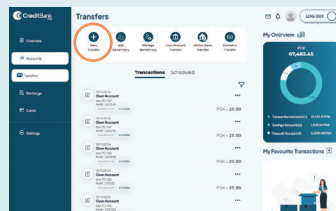


3. Choose Within bank if it's a Beneficiary with a CreditBank PNG account or Domestic if it's to other banks.

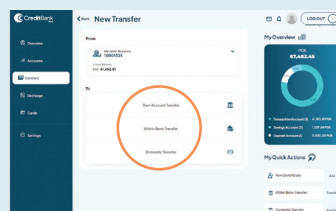


Setting Recurring payments

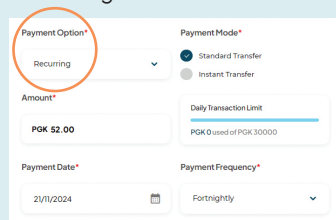
1. From the Transfer page, choose New Transfer.



2. Select Own Account, Within Bank or Domestic Transfer.



3. Fill out transfer details.
4. In the "Payment Option" select Recurring.



5. And confirm payment frequency (E.g.: daily, fortnightly, monthly).

Once you have set up your Beneficiaries, and the amount and timing of each payment, you will always be able to cancel payments and delete beneficiaries, track payments and see payment history.

All from the convenience of your couch!

Frequently Asked Questions

1. Are account opening and account switching all part of the same process?

Account opening and account switching are separate processes.

If you have not already opened a Transaction account, you can do so on your mobile device. Please use one of the QR codes below:



Once your account has been opened, you will have an account number. You will need to provide this to your employer for salary nomination, as well as CreditBank PNG's BSB number, and to your current bank for fund transfers.

2. Will you notify me that CreditBank PNG has received my first salary deposit?

Yes, as soon as the salary is deposited, you receive a WhatsApp message confirming deposit.

3. Once I know my salary is deposited, can I start paying beneficiaries immediately?

Yes.

4. For monthly payments like streaming services, cloud storage etc, is it better to use my Debit card or set them up as beneficiaries?

Use your Visa Debit card.

5. What happens if I want to stop a recurring payment to a specific beneficiary?

This can be done via Online Banking or Mobile banking.

6. What if a beneficiary says they have not received payment?

contactus@creditbank.com.pg for assistance.

7. Why is it better to nominate CreditBank PNG for my salary than my current bank?

We have built a digital banking platform that makes banking easier, and we offer solutions designed to grow with your needs.

You will never be charged with hidden fees, and it is our intention to charge fewer fees:

- No Debit card transaction fees
- No fee for printable statements
- No fees for cash withdrawal at ATMs across PNG
- No fees to transfer funds internally or externally

Since your salary drives much of your banking activities, why not make banking easier by doing it with confidence online? From your home or office. On your desktop or mobile phone. 24/7.

Using your CreditBank PNG Transaction account as your primary source of salary or other fund deposits, and for payments, simplifies your life, so you have more time to enjoy it!



A relationship you can bank on.

We are always here to help.

Connect with us in your preferred way of contact.

Whatever your communication preference, we are always here to help make your banking experience better. Send an online or mobile message, drop into a branch, email, or call us.

Questions: contactus@creditbank.com.pg

Visit us: creditbank.com.pg



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