

Project Transformer and YOU!



A relationship you can bank on.

Welcome

As you know, Credit Corporation Limited PNG, the most trusted name in financing for over 45 years thanks to all of you, is proud to announce we are on our way to becoming a full-service niche commercial bank with a new name:

CreditBank PNG

In addition to financing, once we receive our banking license, our new digital-first bank will offer a full line of savings, payment, and lending solutions that grow with customer needs, to ensure that our bank remains their bank today and into the future.

We are shifting our paradigm.

Technology has changed everything. Including banking.

We understand our customers want the same excellent experience from their bank as they get from any of the apps they love or brands they prefer.

That is why we are building our banking model on the things customers told us they want:

- No wasting time waiting in long lines
- FREE 24/7 account information and money management tools
- Competitive savings solutions
- Transparent pricing
- Products and services that grow with You

Self-service. Full-service. Your choice.

Our new business model is focused on customers getting a digital-first experience. This gives them the ability to bank online from a laptop, mobile, or tablet, 24/7, as long as there is internet connectivity.

The goal is to get our customers banking digitally while enjoying an excellent user experience.

To achieve our goal, we need your help.

The help begins with opening a Staff Transaction Account and becoming a TRANSFORMER PILOT TESTER.

WHY YOU ASK?

We need **You** to test our systems, processes, and products:

- New account opening process
- New Internet Banking platform
- New Visa Debit card
- Account transfers, and more

You are a critical part of our launch success.

CreditBank PNG Internet Banking

Where money management
meets easy. 24/7.



MESSAGING AND NOTIFICATIONS

Stay informed,
up-to-date and in
control.



TRANSACTIONS

Easily keep an eye on
your account activity
for complete peace of
mind.



ACCOUNTS

All your accounts at your
fingertips: whether your
Transaction, Savings or
Deposit accounts.



CARDS

Have complete control:
set or change PIN,
block your card.



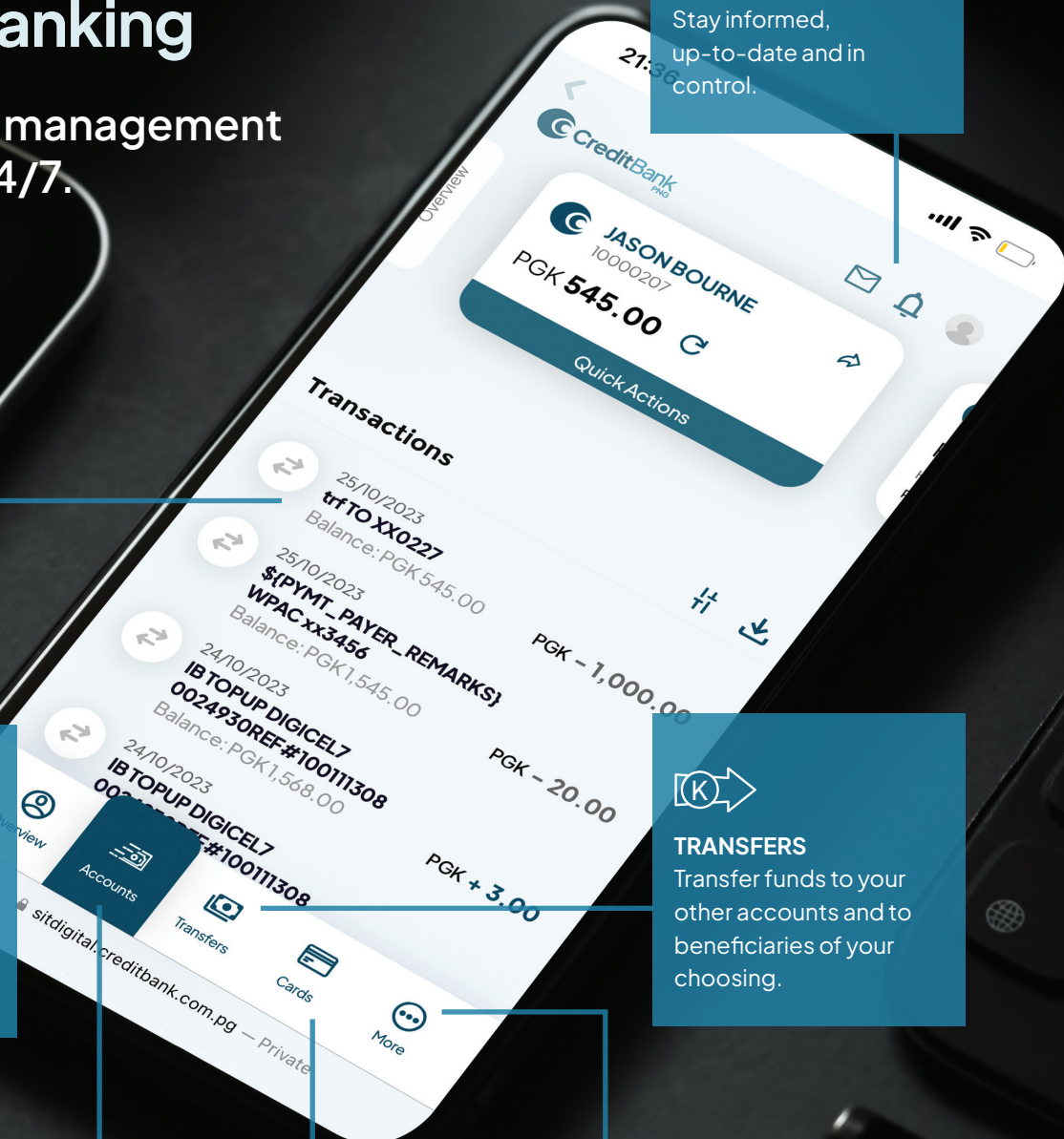
RECHARGE

Top up your mobile
phone in just a few
clicks.



TRANSFERS

Transfer funds to your
other accounts and to
beneficiaries of your
choosing.



Ready. Set. Let's grow!

Our TRANSFORMATION PLAN is in phases.

You are part of Phase 1a. Staff launch and testing.

Phase 1b is rolling out to our existing customers starting March 2024. Phase 2 and 3 will be announced in due course.

Then, when we are confident everything is working as it should, we will broadly promote CreditBank PNG. To make sure we are ready, we need all hands-on deck to help, and all fingers actively banking and testing online.

Step #1: Open accounts

1. Open a Staff Transaction Account (see how-to on page 6).

A Staff Transaction Account is perfect for everyday spending because it comes with a CreditBank PNG Visa Debit card that you can use wherever Visa is accepted. It's safer to use than cash and enables record-keeping that cash can't.

You will need to nominate this account as your primary salary account. Salary will not be deposited into your account until January 2024.

2. A Customer Service Officer (CSO) will open a Term Deposit Account (refer to page 6 for details).

This is where we will deposit a K500 Thank-You.

A Term Deposit Account is one in which money is left on deposit for a fixed amount of time (term) and earns a fixed amount of interest set at account opening. We all grow together.

Step #2: Register online

3. Register for Internet Banking (see how-to on page 7).

Step #3: Test banking performance

4. Use your CreditBank PNG Visa Debit card to make purchases.
5. Use your CreditBank PNG Visa Debit card to withdraw cash from any ATM locally for free. Or overseas for a fee.
6. Transfer funds from other banks' accounts into your CreditBank PNG account.
7. Transfer funds between your CreditBank PNG accounts.

Step #4 : Report back

We want to hear all your thoughts. What's working and what's not.

Every two weeks we will send out a brief questionnaire that will help us identify issues and improve the user experience.

Step #5: Get rewarded

As a THANK-YOU for opening a Staff Transaction Account, we will deposit K500* into your Term Deposit Account.

How to OPEN Staff Transaction and Term Deposit Accounts.

1

You need to bring along the following documents to the branch:

1. Employee photographic ID, and
2. Employee confirmation letter

Or

1. Valid passport or valid driver's license, and
2. Proof of address, which can be a copy of your lease agreement or employee confirmation letter

2

See a Customer Service Officer (CSO):

- The CSO will capture all your personal information into the system
- Once completed the CSO will ask you to review and confirm that all your personal information is correct
- The CSO will proceed to open a Staff Transaction Account and provide you with your Customer Identification Number and Account Number
- The CSO will proceed with issuing you a Visa Debit card
- The CSO will open a Term Deposit Account for you



How to REGISTER for Internet Banking.

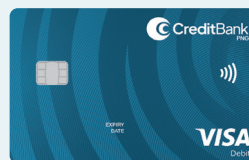
Once you have your **Customer Identification Number, Account Number and Visa Debit card** you can proceed to self-register for Internet Banking.

staffpilot.creditbank.com.pg is our micro-site for staff testing. Once there:

- 1 Click on **INTERNET BANKING**
- 2 Click on **Self Register**
- 3 Enter **Customer Identification Number or Account Number** and **date of birth**
- 4 Tick the **Terms and Conditions box** to confirm you agree with the Terms and Conditions
- 5 Create **Username and Password**
- 6 A **one time password (OTP)** will be sent through to your mobile number, email address or WhatsApp number
- 7 **Enter the OTP** to confirm your new log in credentials
- 8 Once registration is confirmed you can **log in with your new Username and Password**
- 9 Once you have registered for Internet Banking, you can go in and **activate your Visa Debit card** and **create a new PIN**

How to ACTIVATE your Visa Debit card.

- 1 **Log into your Internet Banking Account**
- 2 On the menu **select Cards**
- 3 **Click Quick Actions**
- 4 **Select Set/Change PIN**
- 5 **Create your 4 digit PIN**
- 6 **Enter one time password (OTP)** sent through to your mobile number, email address or WhatsApp number
- 7 A **success message** will appear



CreditBank PNG Visa Debit card.
Works like cash, only better.

With your Visa Debit card, you can safely, securely, and easily make purchases wherever Visa is accepted.

When only cash will do, get it from ATMs across PNG for FREE.



Staff Transaction Account Features and Benefits

An account perfect for everyday spending with no minimum balance requirement and a Visa Debit card to give you access to your money at ATMs at home and abroad, anytime, anywhere.

We've created this easy-to-follow outline of services and fees to help you understand how this account works.

| | | |
|-----------------------------------|--|---------------|
| Account opening and access | Minimum deposit needed to open account | KO |
| | Maximum deposit | Uncapped |
| | Eligibility criteria | Yes |
| | Visa Debit card | Yes |
| | ATM | Yes |
| | Card usage in-store and online | Yes |
| | Internet Banking | Yes |
| | Mobile Banking | Not available |
| | Bill Pay | Not available |
| | Mobile Top Up | Yes |
| | Cheque book | Not available |
| | Bank cheques | Not available |
| | Pays interest | No |

| | | |
|-----------------------------|---|-----|
| Eligibility criteria | Documentation required to open account: | |
| | Employee photographic ID, and | Yes |
| | Employee confirmation letter | Yes |
| | Or the following: | |
| | Valid passport or valid driver's license, and | Yes |
| | Proof of address (copy of lease, employee confirmation letter) | Yes |

TRANSACTION ACCOUNT

| | | |
|--------------------------------------|--|------|
| Online Banking funds transfer | Internal transfers to/from own CreditBank PNG accounts | Free |
| | Internal transfers to other CreditBank PNG accounts | Free |
| | External transfers to/from other bank's accounts | Free |

| | | |
|-------------|---|------|
| Fees | Monthly account keeping | Free |
| | Internet Banking | Free |
| | ATM – domestic transactions | Free |
| | In-store and online domestic transactions | Free |
| | Online statements | Free |
| | Paper statements – in branch over the counter | K5 |
| | Visa Debit card replacement (lost or stolen card) | K20 |
| | Visa Debit card renewal | Free |

| | | |
|---------------------------|---|----------------|
| Funds availability | Electronic deposits and transfers within CreditBank PNG | Immediate |
| | Cash deposits in CreditBank PNG branches | Not available |
| | Cash withdrawal in-branch | Not available* |
| | Cheque deposits in CreditBank PNG branches | Not available |

*Easily get cash at ANY ATM across PNG for FREE

| | | |
|---------------|--|---------------------|
| Limits | Electronic transfers to own CreditBank PNG accounts | Uncapped |
| | Daily electronic transfers to other banks | K15,000 |
| | Daily electronic transfers to other banks greater than K15,000 | Contact your branch |

| | | |
|-------------------------------|--|---|
| International services | ATM cash withdrawals | K10 |
| | ATM balance enquiry | K2 |
| | Usage in-store | Free |
| | Foreign bank drafts, purchased | Not available |
| | Foreign currency bank notes | Not available |
| | International transaction Visa Debit card forex conversion fee | 3% of the forex amount of the transaction |



Staff Savings Account Features and Benefits

This Account is ideal for staff who are planning to maintain higher balances, maximise earnings and earn interest.

Free transfers make it easy to start saving for your goals whether it's a down payment for a house, buying a car, or school fees. All of our Savings Accounts will include convenient services such as internet and mobile banking with no monthly account keeping fees, free direct deposit, and free online statements.

| | | |
|-----------------------------------|--|----------------------------|
| Account opening and access | Minimum deposit needed to open account | K50 |
| | Maximum deposit | Uncapped |
| | Eligibility criteria | Transaction account holder |
| | Visa Debit card | Not available |
| | ATM access | Not available |
| | EFTPOS | Not available |
| | Cheque book | Not available |
| | Bank cheques | Not available |

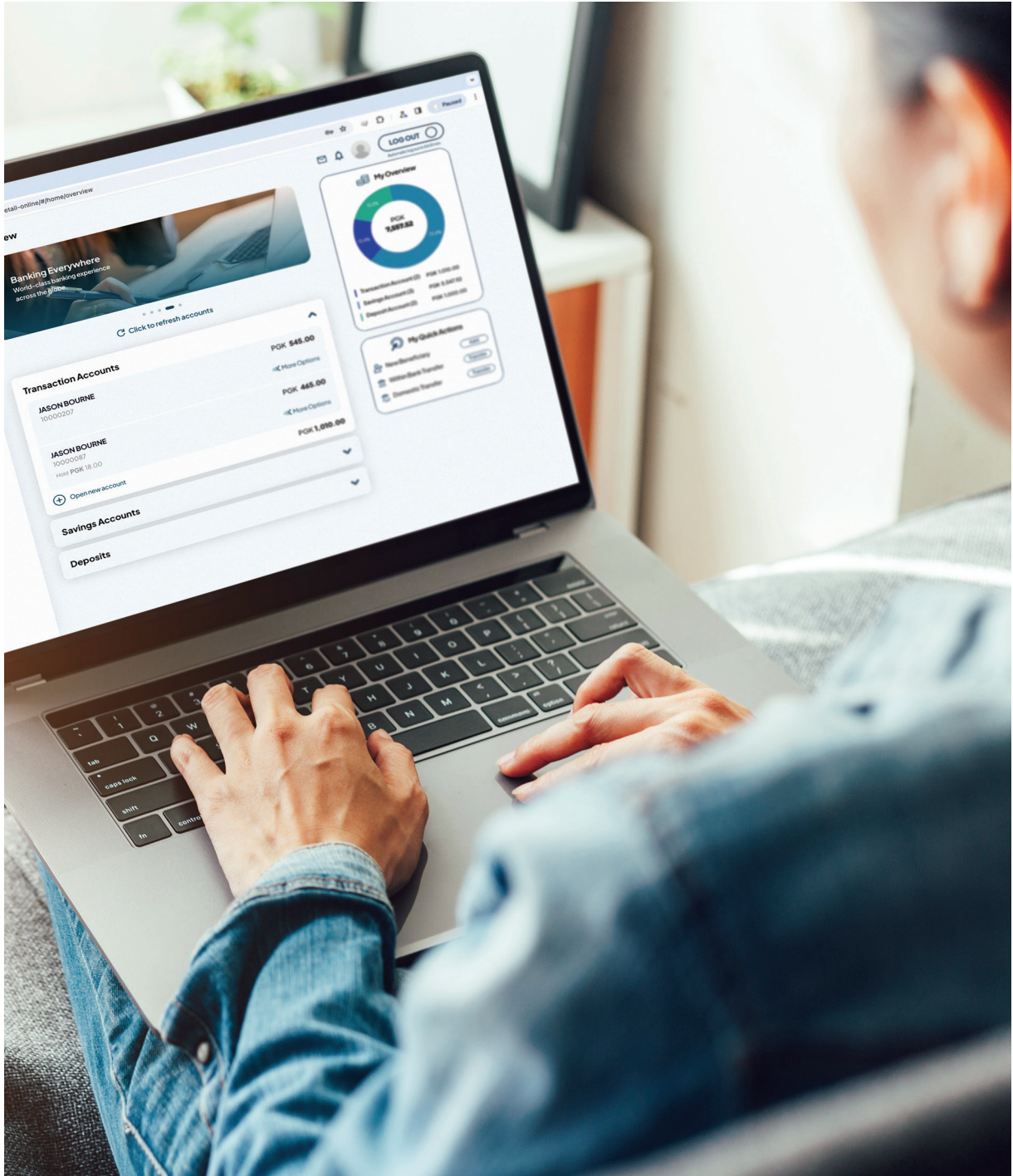
| | | |
|-----------------|---------------------|---------|
| Interest | Interest paid | Monthly |
| | Interest calculated | Daily |

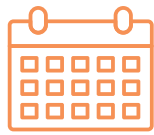
| | | |
|--------------------------------------|---|------|
| Online Banking funds transfer | Internal transfers to/from own accounts | Free |
| | Internal transfers to other CreditBank PNG accounts | Free |
| | External transfers to/from other bank's accounts | Free |

| | | |
|-------------|-------------------------|----------------|
| Fees | Monthly account keeping | Free |
| | Internet Banking | Free |
| | Mobile Banking | Free |
| | Dormant account fee | Not applicable |

SAVINGS ACCOUNT

| | | |
|-----------------------------------|---|-------------------|
| Additional account support | Funds availability | Whenever you need |
| | Online statements | Free |
| | Paper statements – in branch over the counter | K5 |





Staff Term Deposit Account Features and Benefits

This Account is ideal for staff who are planning to put away money for a fixed time and maximise earnings.

A Term Deposit allows you to lock away an amount of money at a fixed interest rate for a nominated time period. You can choose a term that suits you with options from as little as one month up to three years.

Thank-You K500 deposited in a Term Deposit Account for Staff Pilot Testers is a 12 month term, 4% interest per annum. The Thank-You is only available to staff that are on Credit Corporation payroll before 31st December 2023.

| | | |
|-----------------------------------|--|----------------------------|
| Account opening and access | Minimum deposit needed to open account | K500 |
| | Maximum deposit | Uncapped |
| | Eligibility criteria | Transaction account holder |
| | Visa Debit card | Not available |
| | ATM access | Not available |
| | EFTPOS | Not available |
| | Cheque book | Not available |
| | Bank cheques | Not available |

| | | |
|-----------------|---------------------|------------------------------|
| Interest | Interest paid | Monthly |
| | Interest calculated | Daily |
| | Reinvestment | At prevailing interest rates |

| | | |
|---------------------------------|---|---------------|
| Interest payment options | Into a nominated bank account with CreditBank PNG | Yes |
| | Reinvested into your existing Term Deposit | Yes |
| | Cheque | Not available |

TERM DEPOSIT ACCOUNT

| | | |
|------------------------------------|---|---------------|
| Payment options at maturity | Into a nominated bank account with CreditBank PNG | Yes |
| | Reinvested into your existing Term Deposit | Yes |
| | Cheque | Not available |

| | | |
|-------------|---|------------------|
| Fees | Monthly account keeping | Free |
| | Internet Banking | Free |
| | Mobile Banking | Free |
| | Penalty on early redemption or withdrawal | Interest penalty |
| | Paper statements - in branch over the counter | K5 |

| | | |
|-----------------------------------|---|----------------------------|
| Additional account support | Funds availability | At end of term or maturity |
| | Make additional deposit at maturity date or end of term | Yes |
| | Part withdrawal at maturity or end of term | Yes |



Staff support

If you have questions or would like more information, please visit our Transformer website or contact a Customer Service Officer:

Email

contactus@creditcorporation.com.pg

Phone

+675 308 5500

Website

staffpilot.creditbank.com.pg





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