



CUSTOMER FREQUENTLY ASKED QUESTIONS BIOMETRIC REGISTRATION

What is biometric registration at TISA?

TISA uses your unique fingerprint to securely identify you for banking transactions, ensuring both security and convenience.

Why is TISA implementing Biometric Registration?

Biometric Registration reduces the risk of theft and misuse of your funds and protects your personal and financial information.

How does biometric registration benefit me as a TISA customer?

Biometric registration simplifies access to banking services by eliminating the need for passwords or PINs, enhancing security against unauthorised access.

Is my fingerprint data secure with TISA?

Yes, TISA employs stringent security measures to protect your fingerprint data. It is stored securely in our Data Centre and encrypted to prevent unauthorised access.

Can someone else use my fingerprint to access my account?

No. TISA's biometric system is designed to detect active fingerprints and, we have multiple security layers in place to prevent fraud and theft.

Is it mandatory to register for TISA's biometric registration?

No, it is voluntary, but we recommend that all our members register.

What happens to my biometric data if my account is inactive?

If your account is inactive TISA will delete and destroy your biometric data in accordance with our retention policies. This is to ensure compliance with data protection regulations.

What is an inactive account?

Inactive accounts are accounts that have no transaction activities for one year.

Who will have access to my biometric data at TISA?

Only the approved authoriser at TISA has access. This is to ensure your biometric data is safeguarded against unauthorised access or disclosure.

Where can I register for biometric registration?

For our NCD members and customers, visit our TISA Branch at Waigani.

What other requirements do I need to provide when I register for biometrics?

You can either provide your membership number or a valid ID.