

Monday 27 May 2024.

- From **Monday 27 May to Friday 31 May 2024**, we are reducing our services at all our branches to begin the migration to our new core banking system. This migration is a critical step in improving your banking experience with us.

During this period, all our branches will remain open and continue to serve our customers but with limited services.

- From **10pm Friday 31 May to midnight Wednesday 5 June 2024**, all our digital channels (Internet Banking & SMS Banking) will temporarily close to allow us to completely transfer these channels to our new core banking system.
- From **10pm Friday 31 May to midnight Sunday 2 June 2024**, all our Yumi Cards will not work temporarily. This is to allow us to completely migrate the Yumi Card accounts to our new core banking system.
- From **Monday 3 June to Wednesday 5 June 2024** we will temporarily close all our TISA branches to allow for complete migration to our new core banking system.

We look forward to serving you when all our branches, digital channels & cards resume full operations on **Thursday 6th June 2024** using our new banking system.

To assist our members and customers with your questions, we have put together Frequently Asked Questions. This document provides answers to questions you may have regarding service impacts because of our migration to the new core banking system.

If you have additional questions, please contact our Contact Center team or speak to our Branch staff at your nearest TISA Branch.

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ACCOUNTS

Will my loan repayments be impacted by this migration?

No. Our migration to our new banking system will not affect your loan repayment schedules. Your account balances including your transaction history on your savings and loan will not be impacted as well.

Will my account number change because of this migration?

Yes, your account numbers will change but all your savings and loan balances will remain the same.

We will communicate your new account numbers to you through your preferred mode of communication as indicated by you on your Member Information Update Form.

Will my account balances change due to the migration?

No, all your account balances will remain the same.

BRANCH

Are TISA Branches opening during the migration?

No. All our branches will close from Monday 3 June to Wednesday 5 June to allow us to complete our migration to our new core banking system.

When will the branches reopen?

All our branches will reopen will normal operations in the new system on Thursday 6 June 2024.

If I have any query during the branch closure, how can I be assisted?

Our Contact Center will be in full operation during our branch closure period. You can contact our Contact Center team and they will assist you.

CARDS (YUMI CARD)

Will my Yumi Card work during the migration?

Your Yumi Card will work until 10 PM on Friday 31st May.

From 11 PM on Friday 31st May to midnight Sunday 2nd June, your Yumi Card will not work. This is a temporary downtime.

Please ensure you withdraw sufficient cash from your Yumi Account for the following days - Friday 31 May - Sunday 2 June, as TISA prepares to migrate.

Will my Yumi Card PIN work after the migration?

Yes. Your Yumi Card PIN remains the same and will not change after the migration.

INTERNET BANKING

TISA's Internet Banking will be temporarily unavailable from **10pm Friday 31st May to midnight Wednesday 5th June**. This is to allow us to complete our migration to the new core banking system.

Will there be changes to my Internet Banking after the migration?

Yes. After the migration, we will be issuing new internet banking login passwords to all our members who are registered to TISA Internet Banking.

Will my Login User ID also change?

No. Your Login User ID will not change after migration. It will remain the same. Only your Login Password will change.

How will I get my new Login Password?

Your new Log-in Password notification which will be generated by the new system will be sent to your registered mobile number and email address that we have in the system.

If I do not receive my new log-in password, what should I do?

You must go to your nearest TISA branch and speak to our branch staff or contact our Contact Centre team and they will assist you.

Will I be able to change the new password given to a new password of my own?

Yes, you will receive a onetime password that will request for you to update and input your new password.

How can I update my mobile number and email address, so I do not miss out on receiving my new login password?

You must visit your nearest TISA branch and fill out the Member Information Update form to update your information.

MEMBER INFORMATION UPDATE

How can I confirm/check that my mobile number and email address has been updated?

You can visit your nearest TISA branch and ask our branch staff to confirm your details are up-to-date or you can contact our Contact Center to confirm your member information.

Can I provide my updated member information via email?

No, you cannot. You need to be physically present at the branch to update your information.

SERVICE DOWNTIME

What services will be available during this downtime:

- **Member Loan top-ups**
- **Member Deposits & withdrawals**
- **Transfer of funds between member accounts**
- **Yumi cards**
- **SMS Banking & Internet Banking**

What services will not be available during this downtime?

The following services will be temporarily unavailable at our branches during the downtime:

- **Yumi Cards**
- **Internet Banking and SMS Banking**
- **Open of new member accounts,**
- **New loan applications or refinance loan**
- **New SMS & Internet Banking**
- **New Member Information Update**

Can I do transfers and withdrawals between my accounts during this downtime?

Yes. Members can also do transfers between your accounts including deposits and withdrawals on your accounts.

Can I apply for a new loan during this downtime?

Yes, you can, but we will not process your loan until Thursday 6th June when we use our new banking system.

Can I apply for a loan top-up during this downtime?

Yes, you can. Visit your nearest TISA branch and our staff will assist you.

Can I update my member details during this time?

You can, but your details will not be updated until Thursday 6th June.

SMS BANKING

TISA's SMS Banking will not be available from **10pm Friday 31st May to midnight Wednesday 5th June**. After the migration, the SMS Banking service will discontinue.

Will there be changes to SMS Banking after the migration?

Yes. SMS Banking will be discontinued.

How will I access SMS Banking to check my balance after the migration?

Active SMS Banking customers will be migrated to new USSD services which can be accessed using *168# on your registered mobile number.

New USSD service PINs will be generated and sent to the registered mobile number of customers on 3rd and 4th June.

We appreciate your patience and understanding as we work to serve you better. For customer enquiries, please speak to our branch staff or contact our Contact Centre team to assist you.

Our Contact Centre details:



Contact.Center@tisa.com.pg



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