

A Guide to Westpac Protect.

Westpac PNG



Banking for generations

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For more information please call 322-0888 or visit our website www.westpac.com.pg



What is Westpac Protect?

To further enhance the security feature of our Online Banking, Westpac PNG has launched Westpac Protect, a new added feature which is a convenient and powerful safeguard against fraud for business customers who use our online banking platform.

Features of the Westpac protect tokens:



Click on **“Ok”** to confirm transaction.

BillPay Date 28 Jun 2019

Print Help

Please confirm that the following details are correct. Select OK to submit this transaction for processing. After selecting OK please wait for the next screen to appear before proceeding.

Note: Proceeding or going back through screens before the next screen is displayed may alter or affect this transaction.

Step 1 - Pay from...

Pay from	Mr XXXXXXXX 039001	9800****000	PGK 1000.00
Payer name	Mr XXXXXXXX 039001		
Description	Mr XXXXXXXX 039001		
To be paid on	28 Jun 2019		

Step 2 - Pay to...

Pay to	XYZ LTD.
Reference No:	11223366
Amount	PGK 1,000.00

An authentication screen will prompt for **“One Time Passcode”** (OTP)

Main Menu Authentication Required 28 Jun 2019 12:13:35

In order to complete this transaction, you must provide your authentication response for user ID, 0000309821

Password

How to get the One Time Passcode (OTP)?

Hold down the **“Press”** button at the back of token to get the passcode (Note: it expires after 30 seconds).



Enter the **6 digit** code and click on **“Submit”** option.

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Main Menu Authentication Required 28 Jun 2019 12:13:35

In order to complete this transaction, you must provide your authentication response for user ID, 0000309821

Password

Transaction request will be successful if the correct OTP is entered.

How will I receive my Westpac Protect Token?

Where applicable, your account Relationship Manager or Officer will ensure the Westpac Protect token device is delivered to you. If you have submitted your application at a branch; your Westpac Protect token device will be available for pickup within seven (7) working days.

Can I use my Westpac Protect token as soon as I receive it?

The token is sent out inactive.

Delivered or branch pick up - your token will be activated two business days after receiving the signed acknowledgement form.

Fee Description	Amount
TOKEN FEE FOR BUSINESS INTERNET BANKING	
New Token	K35.00
Lost/Replacement Token	K25.00

For further assistance or enquiries, please contact your Account Manager or log onto www.westpac.com.pg and use the online help option available.

Alternatively, you can call our Westpac PNG Customer Care support on 322-0888 from 8.00 am to 5.00 pm daily during business hours.

IMPORTANT CUSTOMER NOTICE

Prior notice of 30 days would be provided for any change to the fees and charges.

For more information:



Call
322-0888



Visit
www.westpac.com.pg



Ask at your local branch

Westpac Banking Corporation ABN 33 007 457 141.
The liability of its members is limited. Westpac is represented in
Papua New Guinea by Westpac Bank - PNG - Limited.



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