

## FREQUENTLY ASKED QUESTIONS (FAQs)

### What is Kina Konnect?

A smart and convenient way to access your bank account on any kind of mobile phone. It's simple and secure – with just a tap of a finger you can do the following transactions:

- Account enquiry [Account Balance/Mini Statement]
- Top-up services [Easipay & mobile]
- Payments [Credit Card/Loan]
- Funds transfer [Own Account/Other Kina Account/Other Banks]
- My services [Manage Payees/Manage Mobile/Manage Easipay/Change PIN]

### What do I need to self-register?

Customers will need to provide the information below after dialing \*525#:

- 8-digit Account Number
- Date of birth [DD/MM/YY]
- Last 4 digits of your Kina Bank Debit Card

### Do I need to have a bank account with Kina Bank?

Yes, you need to have an active account with Kina Bank.

### What is required to be able to self-register?

To ensure a successful registration, it is important that we have your up-to-date banking details. Please refer to contact details below or visit [kinabank.com.pg](http://kinabank.com.pg)

### What are the benefits of Kina Konnect Self Registration?

Registration can be done whenever, wherever, 24/7 and now you don't have to complete any forms or go into a branch. You also get easy access to your funds and can do your banking from the comfort of your own home – or anywhere!

### How long will the registration process take?

Once you have provided your details you are registered immediately.

### Is there a fee for self-registration?

Self-registration is free.

## Can I access my Business Account on Kina Konnect?

Konnect is not offered on Business Accounts.

## What happens if I have entered incorrect information?

Your registration will not be processed and you will need to visit your nearest Kina Bank branch with valid identification.



**For more information  
you can contact us on:**

Phone: +675 308 3800

Email: [kina@kinabank.com.pg](mailto:kina@kinabank.com.pg)

Website: [kinabank.com.pg](http://kinabank.com.pg)