

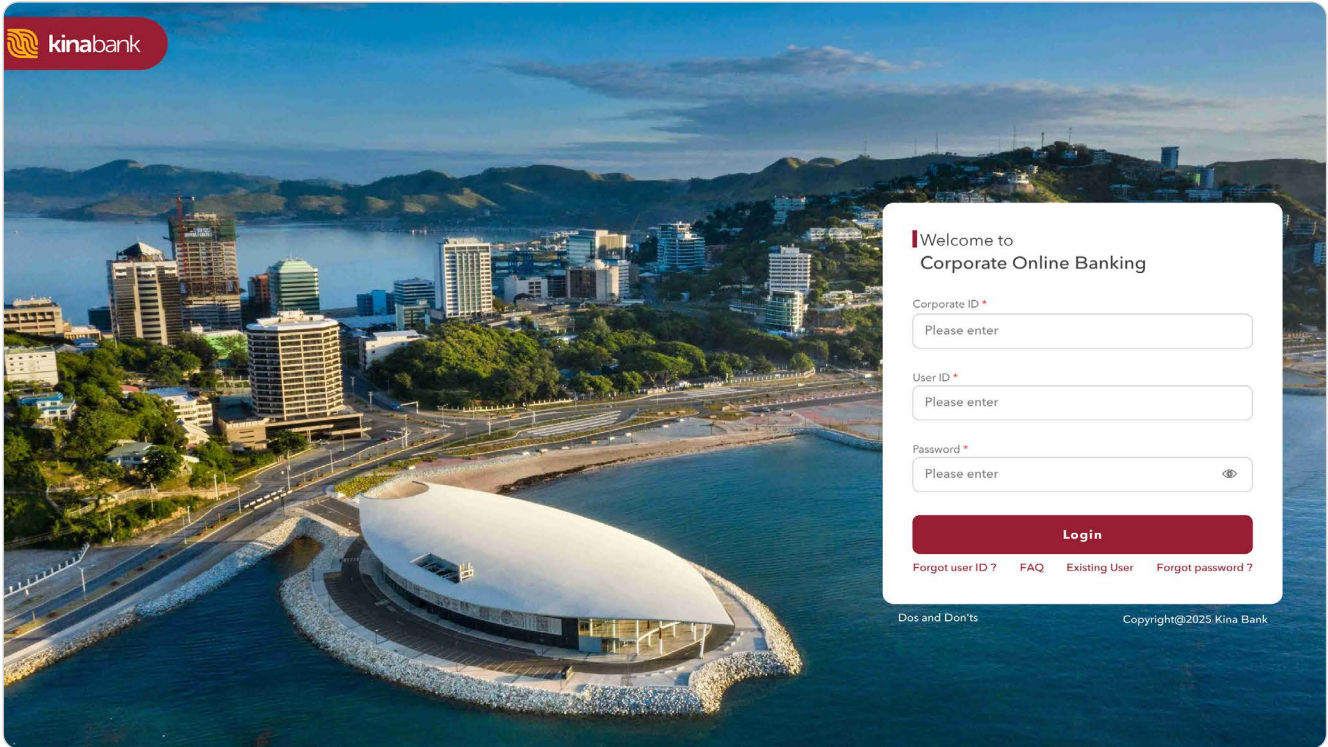
Service Request User Guide.



Purpose of the Document

The **Service Request** feature in the the Kina Corporate Online Banking (KINA COB) is used by the customer to enquire with the bank on specific products and services. This document outlines the step-by-step guide for the customer to access and use this function.

1. Log in to your **Corporate Online Banking** via <https://corporate.kinabank.com.pg/CorpUser/>



2. Enter the **6-digit One Time Password (OTP)** sent to your preferred channel (SMS, WhatsApp or Email).

Enter the OTP

Please enter the 6-digit OTP sent to your preferred communication channel.

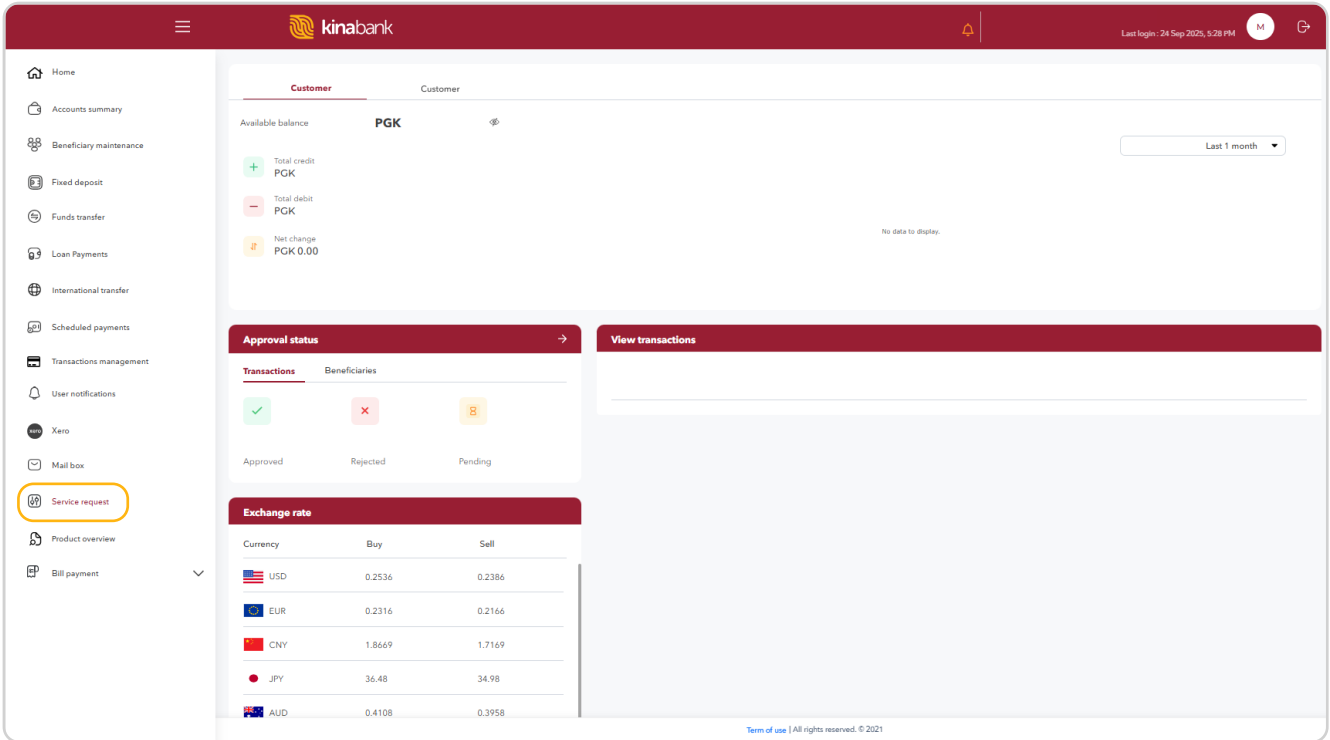
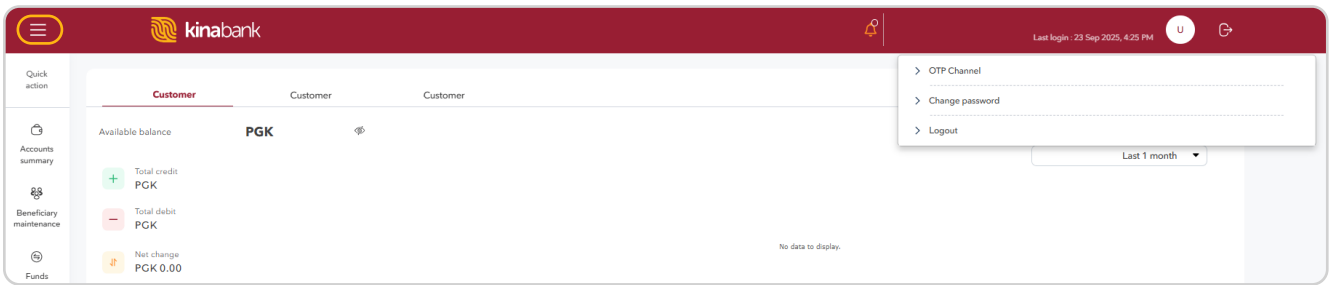
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Time left: 02:56

Cancel **Continue**

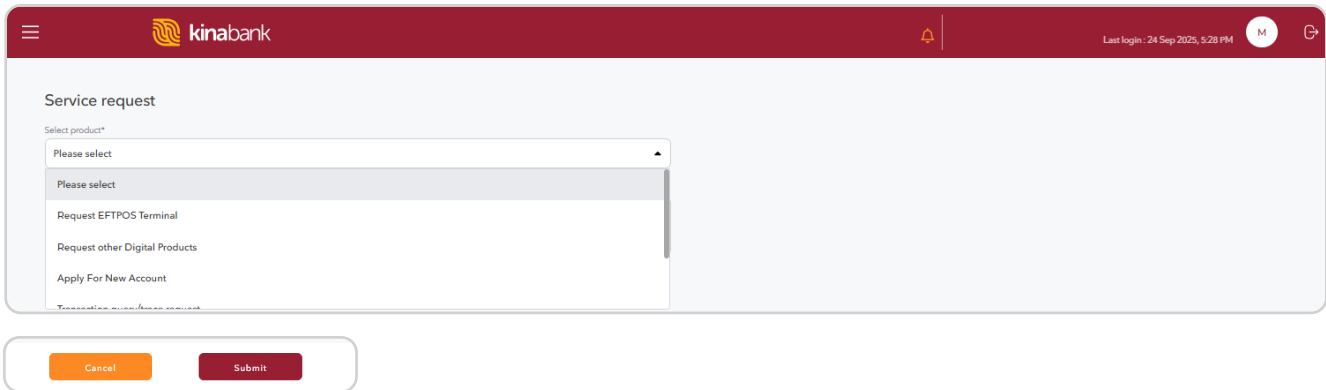


3. Click the Menu option on the top left of the Dashboard and select **Service Request**.



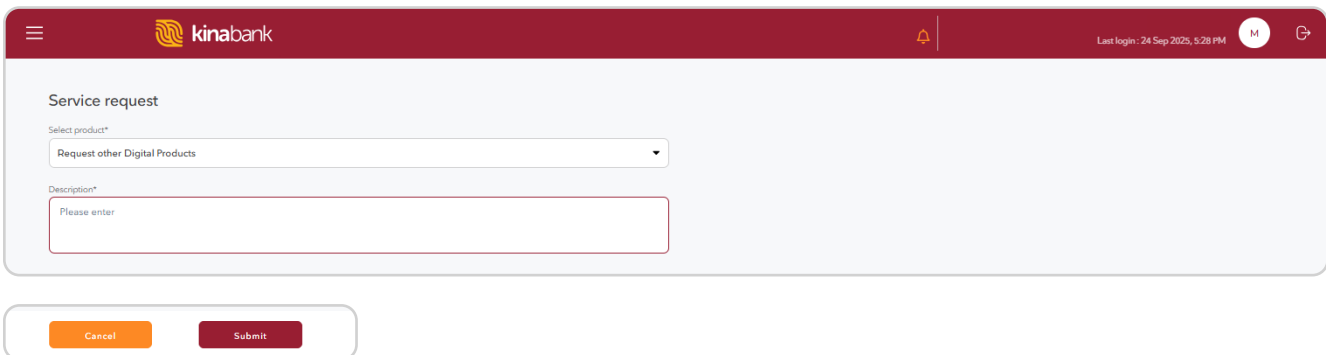
4. In the **Service Request** screen, click on the **Select Product** drop-down, choose relevant option and click **Submit**.

- Request for EFTPOS Terminal
- Request other Digital Products
- Contact Relationship Manager
- Apply for a New Account
- Transaction query/trace request
- Request Statement



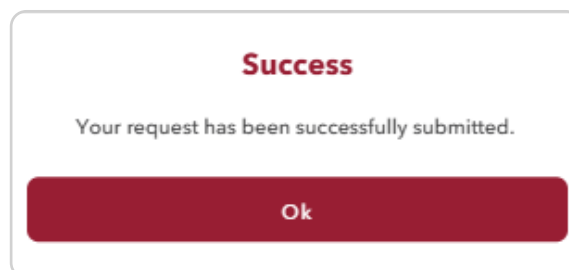
The screenshot shows the Kinabank mobile app interface. At the top, there is a dark red header with the Kinabank logo, a notification bell, and the text "Last login: 24 Sep 2025, 5:28 PM". Below the header, the "Service request" screen is displayed. A "Select product*" dropdown menu is open, showing a list of options: "Please select", "Request EFTPOS Terminal", "Request other Digital Products", and "Apply For New Account". Below the dropdown, there are two buttons: "Cancel" (orange) and "Submit" (dark red).

5. Enter the details of request in the description box and Click **Submit**.



The screenshot shows the Kinabank mobile app interface. The "Service request" screen is displayed with the "Select product*" dropdown menu set to "Request other Digital Products". Below the dropdown, there is a "Description*" text input field with the placeholder text "Please enter". Below the input field, there are two buttons: "Cancel" (orange) and "Submit" (dark red).

6. Once you fill in all the details, hit the **Submit** button. A confirmation message will show that your request has successfully been submitted.



The screenshot shows a confirmation message box with a white background and rounded corners. At the top, the word "Success" is displayed in bold red text. Below it, the message "Your request has been successfully submitted." is shown in a smaller black font. At the bottom of the box, there is a dark red button with the text "Ok" in white.

Note: Kina Bank will respond to any request submitted here via email and by phone call (if required).

