

8 digit account numbers

1. What is happening to Kina Bank account numbers?

Kina Bank account numbers will change to become 8 digits long – the last 8 digits of the existing 15 digit bank account number.

2. When will the change be effective?

The change to 8 digits will take effect on Thursday 15 August 2019.

3. Why is Kina Bank changing account numbers from 15 to 8 digits?

This is to standardise all account numbers and make banking simpler for customers.

4. How will I be affected?

You will now only need to use 8 digits for all paper and online transactions. The last 8 digits of your existing account number.

5. Will I still be able to use their cheque books and deposit books?

Yes. You will still be able to use their cheque books and deposit books. You will not need a replacement and you will still continue to order cheque books and deposit books the same way you do now.

6. Will customers account numbers change?

Customer account numbers will remain the same.

7. Will this change impact direct deposit or pre-authorised /recurring payments from other commercial banks?

No. The change will not affect any direct deposits or pre-authorised/recurring payments from other commercial banks

8. Will customer debit card still work on ATMs and eftpos?

Yes. Your debit cards will still work on ATMs and eftpos devices after the change.

9. How will the upgrade impact internet banking registrations?

Internet Banking Registrations for personal retail customers will now require 8 digit account numbers.

10. Will account fees change?

No. All account fees will remain the same.

11. Will I need to change my logon credentials after the change?

No. You will still be able to use your same log on credentials after the change.

My question isn't covered in this FAQ. Who should I speak to?

The Integration team is on hand to answer any of your questions. You can email them on information@kinabank.com.pg