

CUSTOMER NOTICE

UPDATE YOUR MEMBER INFORMATION

Dear Valued Members,

We are pleased to inform you that we will soon be upgrading our core banking system. This important enhancement is designed to improve our services and enhance your overall banking experience.

Please ensure your contact information is current to continue receiving timely updates and uninterrupted service. If your mobile number or email address has recently changed, we kindly request that you update your details promptly.

Here's how to easily update your contact details:

Please visit your nearest TISA branch where our dedicated Member Service Officers are ready to assist you in updating your contact information.

Your updated details will ensure seamless communication and uninterrupted service as we transition to our new banking system.

Thank you for your cooperation. We greatly value your membership and are excited to serve you with our enhanced banking capabilities.

For additional assistance, you can reach out to our Contact Centre team through the following channels:

- ☎ 300 2200 | 7998 7200 | 1668
 - ✉ Contact.Center@tisa.com.pg
 - 📞 7000 6000
 - 📱 Facebook Messenger
- Stay connected and informed by following our social media pages and TISA Nius.

TISA Management



Not for Profit, Not for Charity, But for Service

Why do I have to update my member information?

TISA is moving to a new core banking system very soon. To ensure you continue to receive timely updates and uninterrupted service, members must update their member information.

When will TISA migrate to the new Banking system?

TISA will migrate to the new Core Banking System (CBS) very soon. We will advise all our members before we move.

Why is TISA migrating to a new Banking System?

As we are transitioning into a bank, the new CBS will improve our services and enhance your overall banking experience with TISA.

How do I know if my member information is updated on TISA's system?

Once you lodge your completed Member Information Update (MIU) Form, our branch will assist you by updating your information on our system. They will advise you once your information is updated.

How do I update my information?

Visit your nearest TISA Branch to complete the Member Information Update form or contact our Contact Centre and our team will email a copy of the form to you to fill.

How long will it take for my information to be updated?

Same time.

Can I email my updated information?

You are encouraged to visit any nearest TISA branch to update your information so our branch team can verify your information.

Can I update my information online or through your Contact Center?

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

What will happen if I do not update my information?

You will not receive updates from TISA.

What information should I update?

You will need to update your contact details, especially your current mobile number and your email address.

For more information, please contact our Contact Center on: