



# Temporary Downtime Notice

**Friday, 22nd November 2024, 2:00 pm to Sunday, 24th November 2024, 12:00 pm**

## We're Upgrading Our Core Banking System!

To improve your experience, we're conducting a system upgrade that will result in temporary downtime for some of our services from: Friday, 22nd November 2024, 2:00 pm to Sunday, 24th November 2024, 12:00 pm.

### Service Unavailability Schedule:

On Friday 22nd November, these services become unavailable at these times:

#### Service

Employer Portal

Member Portal

Mobile USSD

Poros Card Services (ATM/EFTPOS)

#### Unavailable From

*2:00 pm, Friday 22nd Nov, 2024*

*2:00 pm, Friday 22nd Nov, 2024*

*2:00 pm, Friday 22nd Nov, 2024*

*8:00 pm, Friday 22nd Nov, 2024*

### Expected Service Restoration:

All services will be fully restored by midday on **Sunday, 24th November 2024**.

### Need Help During This Time?

If you have questions or need assistance, please reach out to our Call Centre:

- **Call Centre: 207 2000**
- **Call Centre: 313 2000**
- **Email: [callcentre@ncsl.com.pg](mailto:callcentre@ncsl.com.pg)**

*Thank you for your patience as we work to enhance your experience.*