



# MyNCSL

## Frequently Asked Questions



### 1. What is MyNCSL?

MyNCSL is a secure mobile phone application and web service that allows you to manage your savings, loan, and transaction account conveniently from your home, office, or on the go.

### 2. What can I do with MyNCSL?

- Register for MyNCSL.
- Open a new NCSL savings account.
- Transfer funds between your own savings accounts, and to other Poro accounts within NCSL including withdrawal of funds to other banks.
- Apply for loan.
- View and download statements.
- Open term deposits.
- Change Maturity Instruction on Term Deposits.
- Manage beneficiaries and account details

### 3. How do I sign up for MyNCSL?

- The App can be downloaded from Google Play Store or from NCSL website [www.ncsl.com.pg](http://www.ncsl.com.pg)
- Existing NCSL members: Select "Existing member Registration" on pre-login to apply for MyNCSL New members: Select "**New NCSL Membership**" on pre-login to open an account and register for MyNCSL App and web services.
- Your membership number will be sent to your registered email address.

### 4. What are the requirements to sign up for MyNCSL?

- Existing NCSL members: Member data must be updated on the system with correct:**
  - i. Email address
  - ii. Date of Birth
  - iii. Mobile Number
- New members: List of identification documents accepted:**

- i. NCSL/ NASFUND membership card,
- ii. National Identification Card,
- iii. Employment Identification Card,
- iv. Driver's License
- v. Passport.

### 5. Who do I contact for more information or assistance?

You can contact NCSL Call Centre on 207 2000/ 313 2000 or email: [callcentre@ncsl.com.pg](mailto:callcentre@ncsl.com.pg)

### 6. How do I retrieve my Username?

- Click on the "**Login**" icon
- Click on "**Forgot Username**" then follow the prompts to retrieve your Username. Your username will be sent to your registered email address.

### 7. How do I reset my Password?

- Click on the "**Login**" icon
- Click on "**Forgot Password**" then follow the prompts, you should be prompted to create your new password.

### 8. What are the different types of accounts I can view on MyNCSL?

All savings, deposit and loan accounts

### 9. What are the different types of transfers I can perform on MyNCSL?

- Own account transfer:**

From your Poro to your other savings accounts or transfer between your savings accounts (e.g. Poro to General Savings, General Savings to Education Savings, etc.)
- Within NCSL transfer:**

Transfer to another Poro account (this transfer will only allow Poro to Poro account, and not Poro to other savings accounts).
- Other Local Bank transfer:**

Transfer from Poro Account to commercial bank accounts such as BSP, Kina Bank and Westpac only.



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### 10. What are the limits for each transfer type?

- i. **Own account transfer:**  
Minimum: PGK1.00  
Maximum: Unlimited.
- ii. **Within NCSL transfer:**  
Minimum: PGK1.00  
Maximum: PGK20,000.00
- iii. **Other Local Bank transfer:**  
Minimum PGK1.00  
Maximum: PGK20,000.00

### 11. Will I be notified when I perform a transaction on MyNCSL?

Yes, you will be notified when performing transactions. This function can be enabled in the **"Manage Alerts"** option in the Settings Menu.

### 12. What is the timeframe for funds to be received in the recipient's account?

- i. Own account transfer – Instant
- ii. Within NCSL transfer – Instant
- iii. Other Local Bank transfer – Same process as current crediting of bank account but is dependent on the commercial bank's processing times.

### 13. Can I be able to perform a transfer without saving the Payee?

No, you will be required to save your payee under the **"Add Payee"** option before performing a transfer. You can be able to opt to edit/ delete your saved payees under the **"Manage Payee"** option.

### 14. Will I be prompted for an OTP (One-Time Password) and how long does it take to expire?

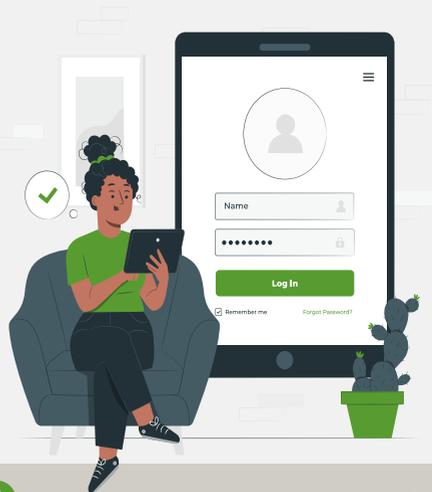
- Yes, the OTP is only valid for 5 minutes.
- An OTP is generated for transactions and changes done to your Mobile Number, Email, Residential and Postal address details.

### 15. Will I still require a Confirmation Letter from NCSL after I have made an Education withdrawal direct to the School/Supplier from MyNCSL?

No, upon making a transfer, the member will be able to download the receipt. Present the receipt to the School/Supplier as proof of payment.

### 16. Can I be able to upload supporting documents when applying for a higher ratio loan i.e. Personal loans 1:2 & 1:5, Motor Vehicle?

Yes, when applying for higher ratio loans, the **'upload'** tab is available to upload the required documents for loan assessment.





**17. Will I be able to calculate my existing Loan foreclosure amount?**

Yes, you can. In the Account menu, under loan function click the button **“Loan Foreclosure Simulation.”** The following information will be displayed:

- i. **Principal Outstanding**
- ii. **Interest Payable**
- iii. **Pre closure charges**
- iv. **Total payable amount**

**18. Will I be able to calculate future Loan amount and repayment details?**

Yes, you can. Under the Tools & Calculator function click on the button **“Loan Calculator”**. The following information will be displayed:

- i. **Expected Monthly Installment amount (EMI)**
- ii. **Interest rate**
- iii. **Total interest repayable**
- iv. **Principal amount**
- v. **Total repayable amount**

**19. Can existing members close/ cease their accounts directly from MyNCSL?**

No. Contact our Call Centre on **207 2000** or email **callcentre@ncsl.com.pg** for further assistance. Visit a branch near you.

**20. Can I be able to Change Maturity Instructions on my existing Term Deposit account upon Maturity?**

Yes, you can change maturity instructions to any of the following:

- i. **Credit to account**
- ii. **Renew Principal only**
- iii. **Rollover**

▪ **All transactions will be processed using your Poro Account.**

