

# ADVISORY

## Services Available Online

Dear Valued Customers,

We trust you and your loved ones are safe and well.

In-line with the latest COVID-19 restrictions announced by the Ministry of Health and in our bid to support well-being and safety, all BSP Life Customer Service centres will be closed from tomorrow **27th April, 2021** until further notice, with **our teams operating remotely**. This means, our services will continue through digital platforms, i.e. the BSP Life website chat box, social media, email and our call centre.

To access our services, including claims requests, loan requests, or general queries, we strongly **encourage you to register on our customer self-service portal (My BSP Life) via the BSP Life website - [www.bsplife.com.fj](http://www.bsplife.com.fj)**. The portal provides you the convenience of viewing your policy details and requesting services online. If you need assistance registering on the portal, please call us on **132 700**. For premium related updates, you may receive notifications via email.

Contact details for subject areas are provided below:

Essential Services	Contacts/Service Offering
Lodge Benefit Claims Apply for a Policy Loan Policy information Register to MY BSP Life	<ul style="list-style-type: none"><li>• MY BSP Life Portal sign in via <a href="http://www.bsplife.com.fj">www.bsplife.com.fj</a></li><li>• CHAT via <a href="http://www.bsplife.com.fj">www.bsplife.com.fj</a></li><li>• Email - <a href="mailto:bula@bsplife.com.fj">bula@bsplife.com.fj</a></li><li>• Phone – 132 700</li></ul>
Premium Payments	BillPay at all local bank branches.  Internet and Mobile Banking Services <ul style="list-style-type: none"><li>• Name &amp; Policy number to be noted</li></ul>
Medical Emergencies	Available 24/7 <ul style="list-style-type: none"><li>• 702 4507</li><li>• 326 1787</li></ul>
E-bill and Customer Self Service Portal	MY BSP Life Portal sign in via <a href="http://www.bsplife.com.fj">www.bsplife.com.fj</a>

Thank you for your cooperation and understanding.

Take care and stay safe.

**Michael Nacola**  
Managing Director

Please call 132 700 for more information or visit  
[www.bsplife.com.fj](http://www.bsplife.com.fj)

