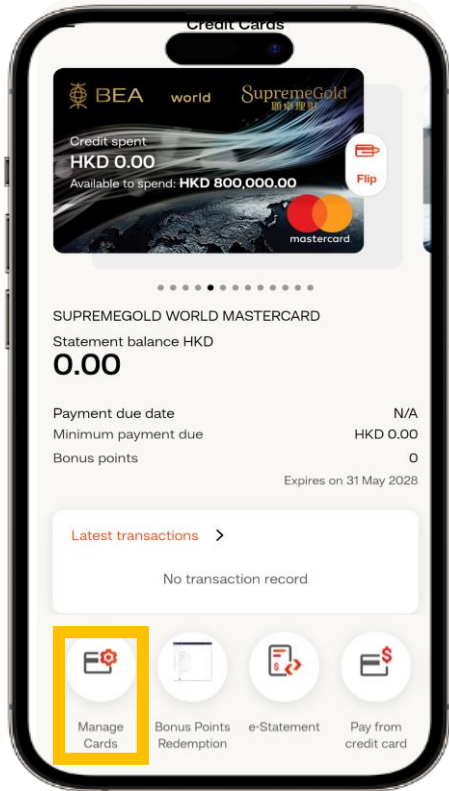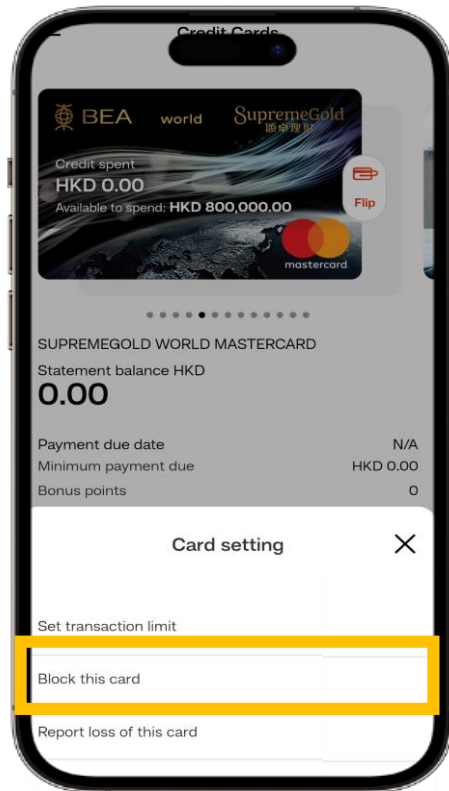# Block Card via BEA Mobile

Step 1
After logging in to BEA Mobile, select the card you want to block.
Then, tap "Manage Card" in the credit card overview page

Step 2
Tap "Block this card"

Step 3
Tap "Confirm"

Step 4
Card suspension success

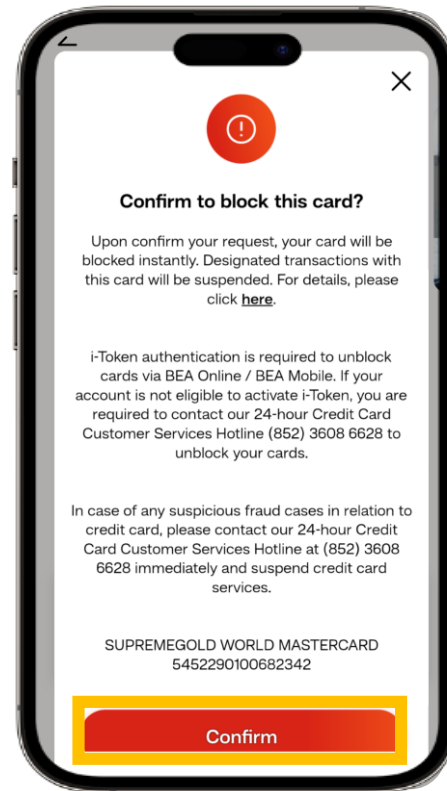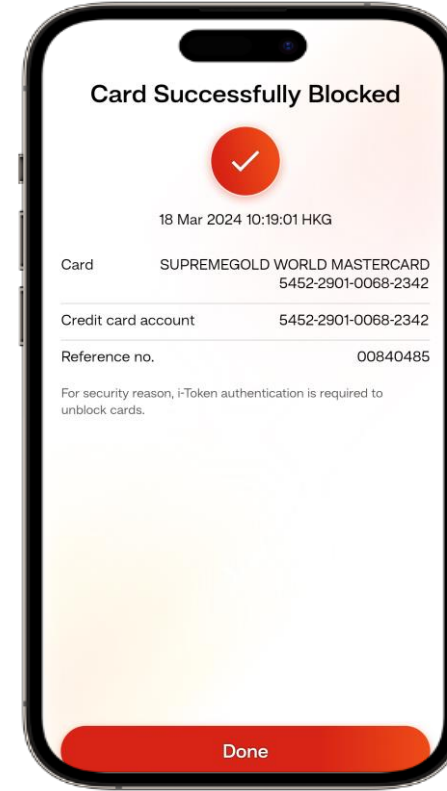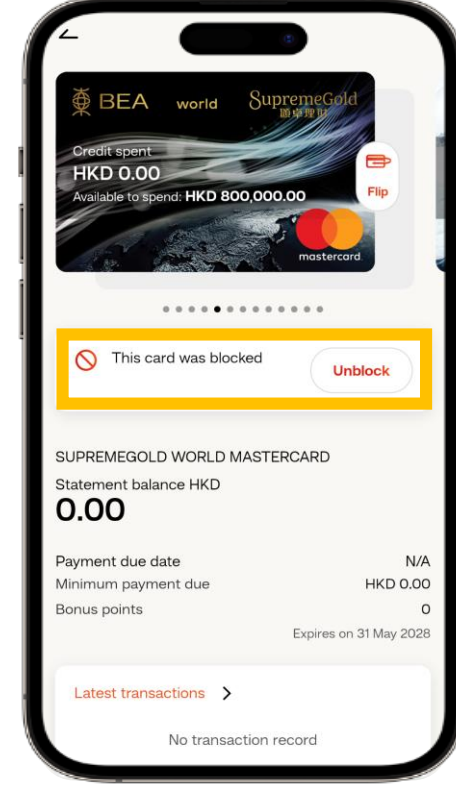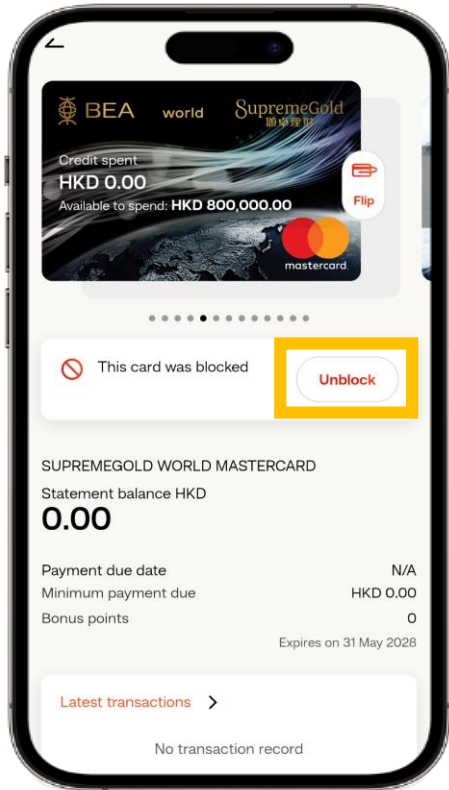**Done**
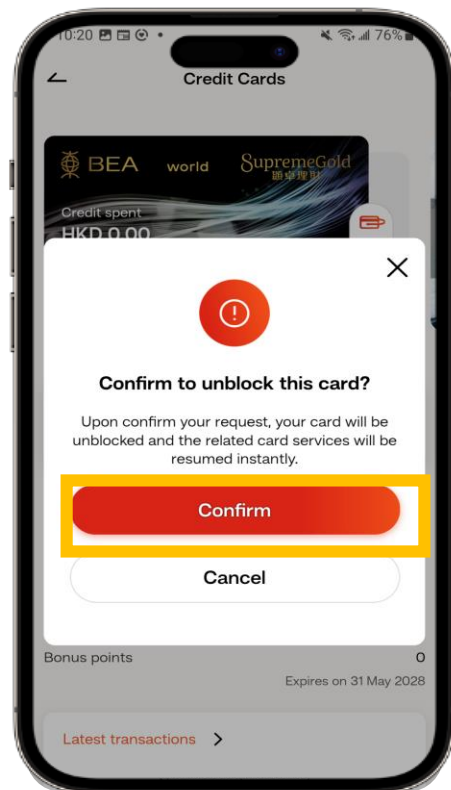Reminder message of card suspension will be shown on card overview page .
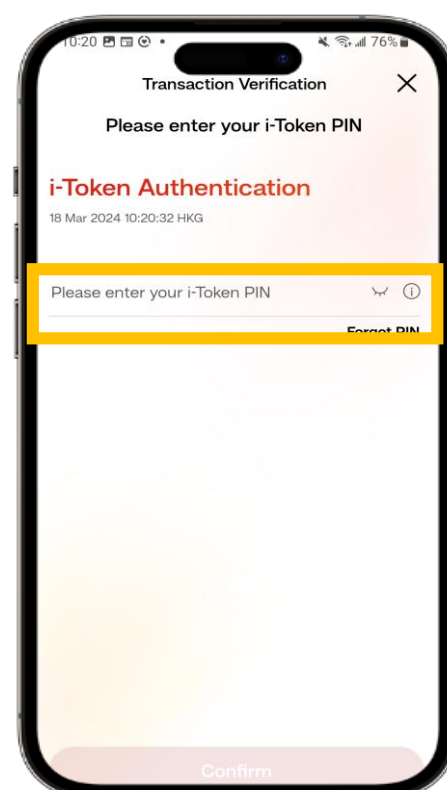
Unblock Card via BEA Mobile

Step 1
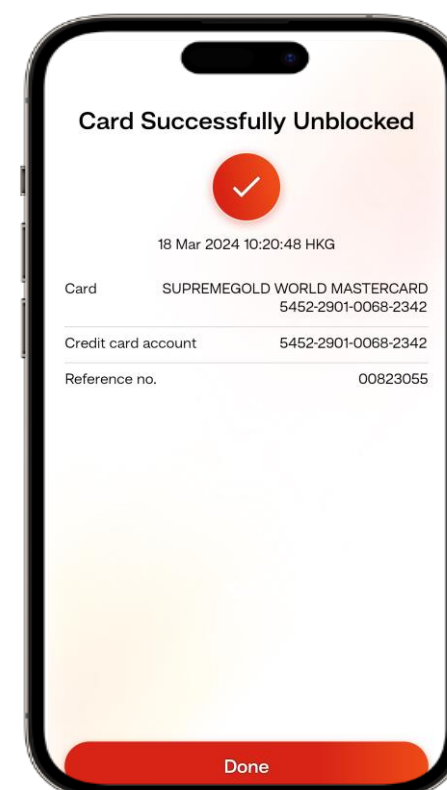After logging in to BEA Mobile, select the blocked card. Then, tap "unblock" in the credit card overview page

Step 2
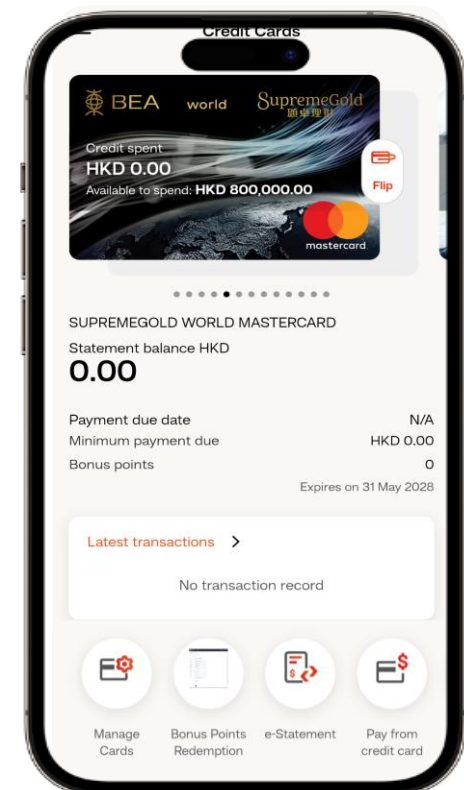Tap "Confirm" to unblock

Step 3
Enter your i-Token to authenticate

Step 4
Card Successfully unblocked

Done
The card is unblocked and ready to use

Block Card via BEA Online

Step 1

After logging in to BEA Online, tap "Cards" > "Credit Cards – Account Summary". Then, tap "Block Card" under the card you want to block

Block Card via BEA Online

Step 2
Tap "Confirm"

Block Card via BEA Online

Step 3
Card suspension success

Unblock Card via BEA Online

Step 1

After logging in to BEA Online, tap "Cards" > "Credit Cards – Account Summary". Then, tap "Unblock Card" under the card you want to unblock

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BEA 東亞銀行

Welcome to **BEA Online**

Settings | Accounts | Payments | Loans | Cards | Investments | Insurance | MPF/ORSO | Log out

You are here - Cards - Credit Cards - Account Summary | Page Theme

☑ Credit Cards
 Account Summary ▶
 Debit Authorisation
 Bonus Gallery
 Learn more & Apply
 Cash In Hand
 Overseas ATM Cash Withdrawal Settings
 Exclusive Privileges
 Transaction Dispute & Chargeback Handling

▶ ATM Cards

Credit Cards and ATM Cards Account Summary

BEA Mall

View card overview · Register for campaigns · Use Bonus Points

Credit Cards

Card No./ Card Type	Available Credit Limit	Current Balance	Statement Balance	Minimum Payment Due	Payment Due Date	Accumulated Bonus Points	Expiry Date	Action
3562-3901-0010-0014 JCB PLATINUM CARD	HKD 100,000.00	HKD 0.0	Information not available			Information Not Available	Information Not Available	Adjust Transaction Limit Block Card
4384-3701-0010-0234 VISA PLATINUM CARD	HKD 100,000.00	HKD 0.0	Information not available			1,000,000 Redeem Now	31/07/2030	Adjust Transaction Limit Unblock Card

Unblock Card via BEA Online

Step 2
Tap "Confirm"

Unblock Card via BEA Online

Step 3

i-Token push notification has been sent to your mobile device. Tap the notification for authentication

Unblock Card via BEA Online

Step 4

Enter your i-Token to authenticate

Unblock Card via BEA Online

Step 5

Card is successfully unblocked and ready to use

FAQ

1)   Will my credit card be blocked or unblocked immediately?
Every time you choose to block or unblock a credit card, it will take effect immediately. (Except during system maintenance or when the credit card status is abnormal)

2)   What transactions / functions will be affected after my credit card has been blocked?
Purchases, bill payments, some payments which require immediate authorisation (e.g. contact payment transactions) or auto payments (e.g. for telecom services), ATM transactions and related functions.

3)   What transactions / functions will not be affected after my credit card has been blocked?
The following credit card transactions / functions will not be suspended:

Existing instructions for settling your credit card balance (direct debit / recurring auto payment / standing instructions), Octopus Automatic Add Value Service, conversions of Bonus Points into spending credit, some contactless payment transactions.

Please note that even when your credit card has been blocked, you are still liable for the above transactions if they have been successfully processed and posted to your credit card.

4)   Which credit cards can I block or unblock?
You can block or unblock all the normal-status credit cards under your name.

FAQ

**5)	How many times can I block or unblock my credit cards in total?**
There is no restriction on the number of times you block or unblock your card.

**6)	Will my credit card be permanently blocked after blocking it for a certain period of time?**
No.

**7)	Will the block status be affected by changes in my credit card account?**
Renewal cards and newly issued cards (including replacement cards after a reported loss) will be automatically reset to unblock status after card activation.

**8)	Is this function available to all credit card products?**
Yes, the function is available to all personal credit card products.

**9)	After having blocked my credit card, I suddenly discover that I have lost my card. Is blocking a lost card safe enough to protect my account security?**
No. You should immediately contact us and report the lost card once you can confirm that
it has indeed been lost. Please log in to BEA Mobile as soon as possible, select "Credit Card" > "Report lost card" or call our 24-hour Report Lost Card Hotline at (852) 3608 2000 to report the loss of your card.