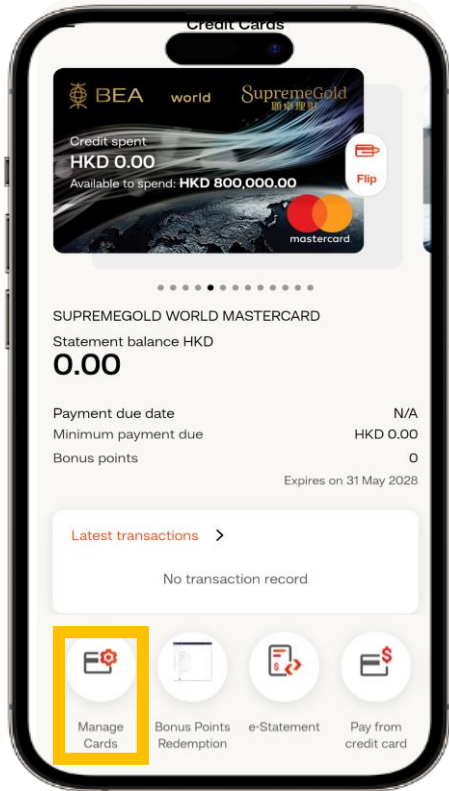


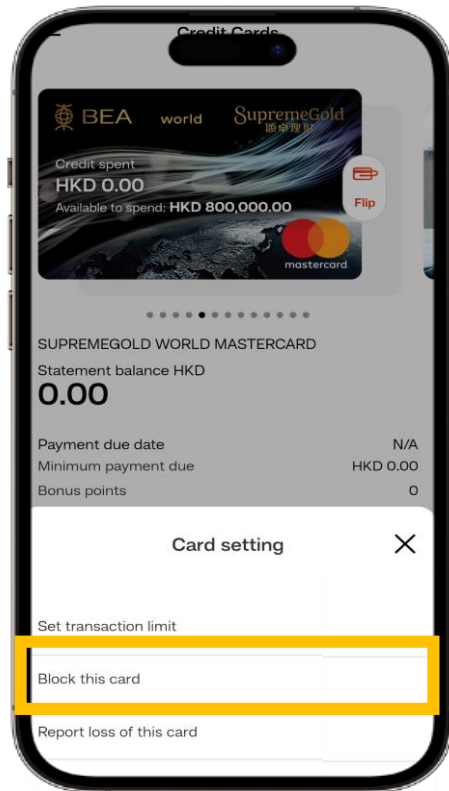


Block Card via BEA Mobile



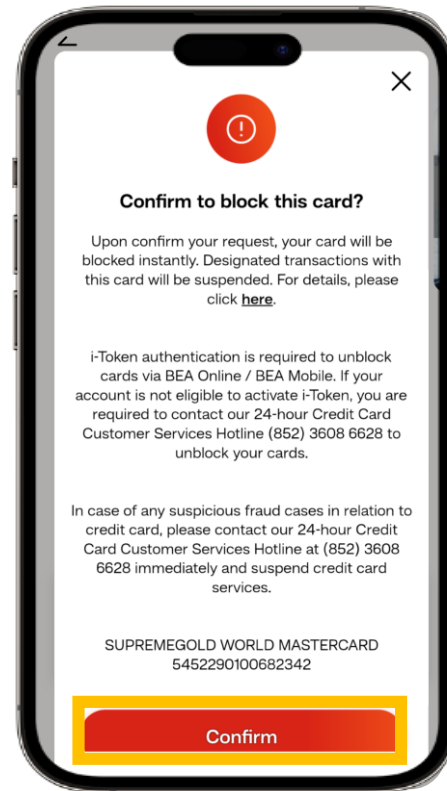
Step 1

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



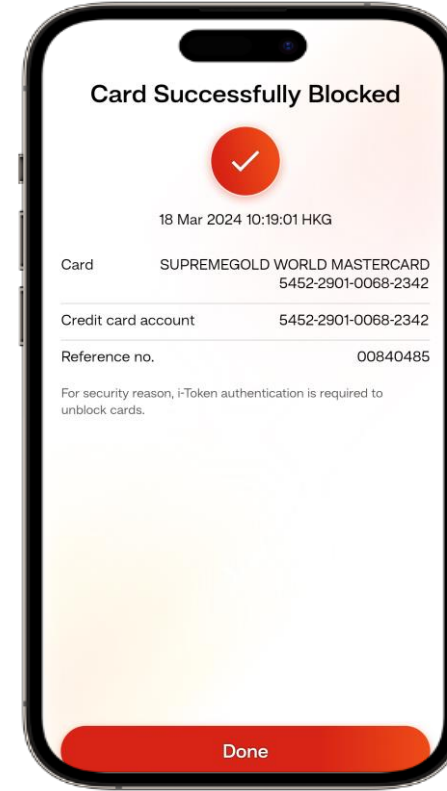
Step 2

Tap "Block this card"



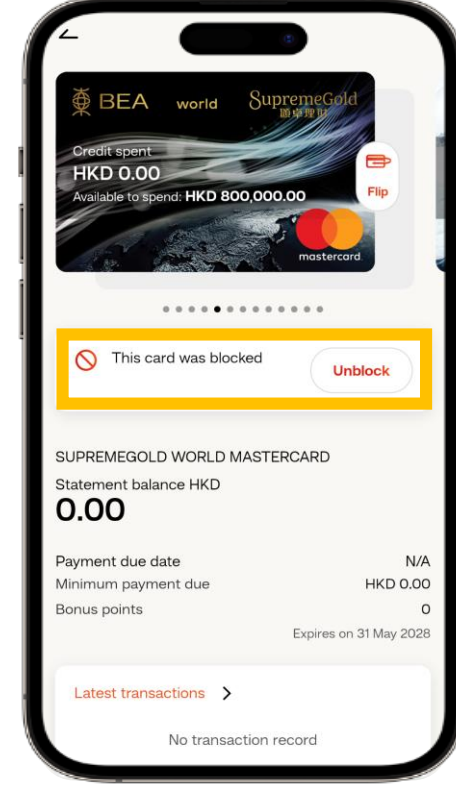
Step 3

Tap "Confirm"



Step 4

Card suspension success

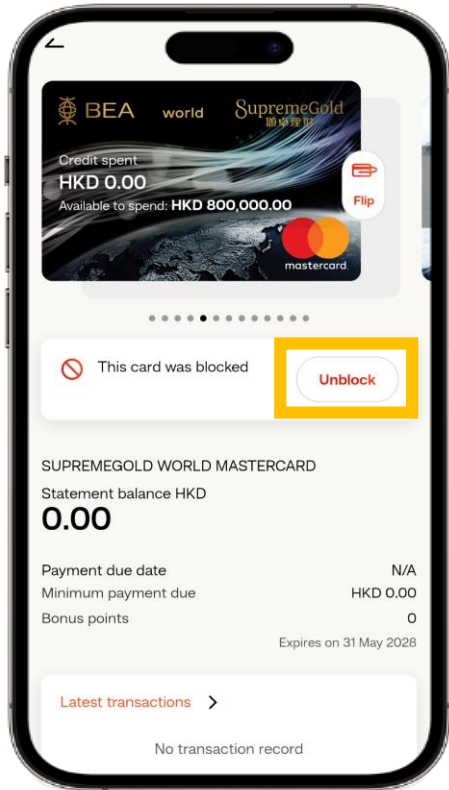


Done

Reminder message of card suspension will be shown on card overview page .

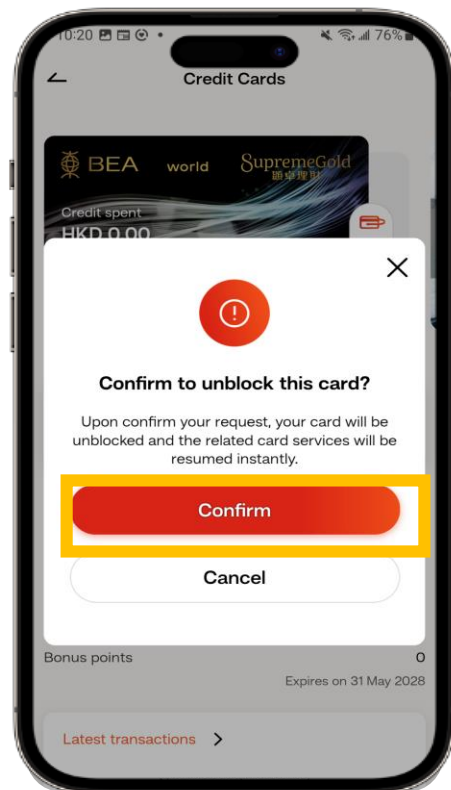


Unblock Card via BEA Mobile



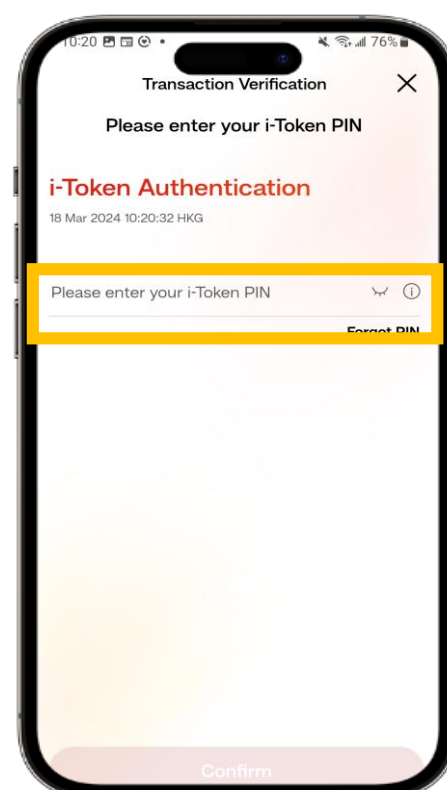
Step 1

After logging in to BEA Mobile, select the blocked card. Then, tap “unlock” in the credit card overview page



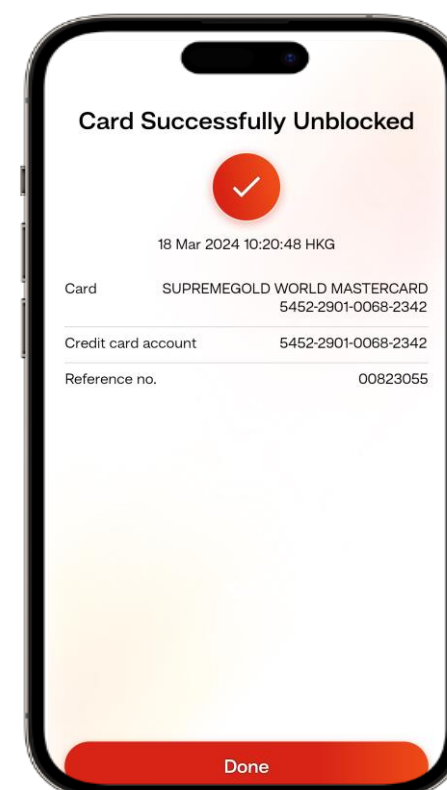
Step 2

Tap “Confirm” to unblock



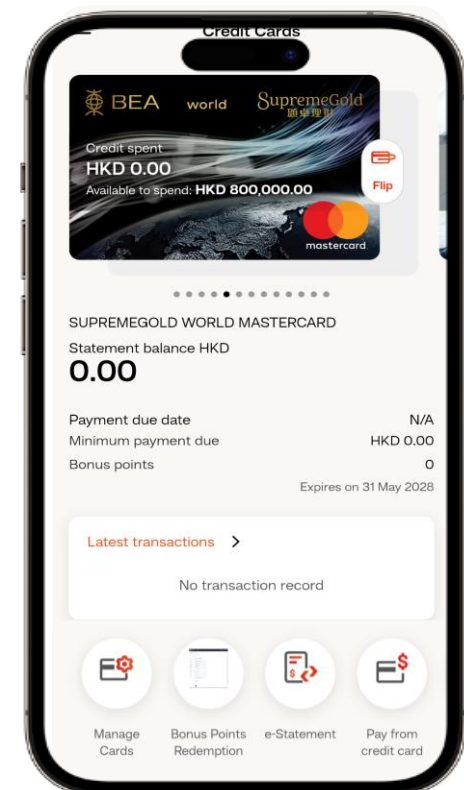
Step 3

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

Welcome to **BEA Online**Settings Accounts Payments Loans **Cards** Investments Insurance MPF/ORSO

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****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 Block Card



Block Card via BEA Online

Step 2

Tap "Confirm"

The screenshot shows the BEA Online interface with a confirmation dialog box. The dialog box has a red circular icon with a white exclamation mark at the top. Below the icon, the text reads: "Confirm to block this card?". The dialog box contains the following text: "Upon confirm your request, your card will be blocked instantly. Designated transactions with this card will be suspended. For details, please [click here](#)." Below this, it states: "i-Token authentication is required to unblock cards via BEA Online / BEA Mobile. If your account is not eligible to activate i-Token, you are required to contact our 24-hour Credit Card Customer Services Hotline (852) 3608 6628 to unblock your cards." The final line of text in the dialog box is: "In case of any suspicious fraud cases in relation to credit card, please contact our 24-hour Credit Card Customer Services Hotline at (852) 3608 6628 immediately and suspend credit card services." At the bottom of the dialog box, there are two buttons: "Cancel" and "Confirm". The "Confirm" button is highlighted with a yellow border. The background of the screenshot shows a list of credit cards with columns for Card No./Card Type, Card No., Card Type, Expiry Date, and Information. The card being blocked is a VISA PLATINUM CARD with Card No. 4384-3701-0010-0234.

BEA Mall Download the BEA Mall App **BEA Mall**

Credit Card

Card No./Card Type	Card No.	Card Type	Expiry Date	Information
3562-3901-0000-0000 JCB PLATINUM CARD	3562-3901-0000-0000	JCB PLATINUM CARD		Information Not Available
4384-3701-0010-0234 VISA PLATINUM CARD	4384-3701-0010-0234	VISA PLATINUM CARD	31/07/2030	Information Not Available
4384-3756-5000-0000 VISA SIGNATURE CARD	4384-3756-5000-0000	VISA SIGNATURE CARD		Information Not Available
5446-1020-0000-0000 CENTENNIAL ELITE CARD	5446-1020-0000-0000	CENTENNIAL ELITE CARD	N/A	Information Not Available
5452-2901-0068-2342 SUPREMEGOLD WORLD MASTERCARD	5452-2901-0068-2342	SUPREMEGOLD WORLD MASTERCARD	31/05/2028	Information not available

Confirm to block this card?

Upon confirm your request, your card will be blocked instantly. Designated transactions with this card will be suspended. For details, please [click here](#).

i-Token authentication is required to unblock cards via BEA Online / BEA Mobile. If your account is not eligible to activate i-Token, you are required to contact our 24-hour Credit Card Customer Services Hotline (852) 3608 6628 to unblock your cards.

In case of any suspicious fraud cases in relation to credit card, please contact our 24-hour Credit Card Customer Services Hotline at (852) 3608 6628 immediately and suspend credit card services.

VISA PLATINUM CARD
4384-3701-0010-0234

Cancel Confirm



Block Card via BEA Online



Welcome to **BEA Online**

Settings Accounts Payments Loans Cards Investments Insurance MPF/ORSO

Home Language Information Documents Mail Log out

Step 3


Card suspension success

You are here - Settings - Manage Cards - Block/Unblock Cards

Page Theme

- ▶ Portfolio
- ▶ Register e-Statement / e-Advice
- ▶ BEA Mobile
- ▶ Faster Payment System ("FPS") Addressing Service
- ▶ Transaction Limits
- ▶ Two-factor Authentication
- ▶ Username
- ▶ Change PIN
- ▶ Personal Information
- ▶ Overseas ATM Cash Withdrawals
- ▶ **Manage Cards**
 - ▶ Block/Unblock Cards
 - ▶ Card Transaction Limit Setting

Block/Unblock Cards



Card Successfully Blocked

8 APR 2024 12:08:43 HKG

For security reason, i-Token authentication is required to unblock cards.

Done

Card	VISA PLATINUM CARD 4384-3701-0010-0234
Credit card account	4384-3701-0010-0234
Reference no.	00585621

Quick Links

- ▶ Transfers
- ▶ Time Deposits
- ▶ Stock Trading
- ▶ Unit Trusts
- ▶ Linked Deposits

HKSO
brokerage fee

for trading local securities and A-shares through electronic channels within the first 3 months



Domestic Helper Protection Insurance



Global Power Multi-Currency Plan 3 Life Insurance – Savings & Retirement Income

MPF Asset Consolidation Bonus





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

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****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
<u>3562-3901-0010-0014</u> JCB PLATINUM CARD	HKD 100,000.00	HKD 0.0	Information not available			Information Not Available	Information Not Available	Adjust Transaction Limit Block Card
<u>4384-3701-0010-0234</u> 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"

Confirm to unblock this card?

Upon confirm your request, your card will be unblocked and the related card services will be resumed instantly.

Card No./ Card Type	Available Credit Limit	Current Balance	Statement Balance	Minimum Payment Due	Payment Due Date	Accumulated Bonus Points	E
2-3901-00 PLATINUM						Information Not available	
4-3701-00 A PLATINUM CARD						00,000 Redeem Now	3
4-3756-50 A SIGNATURE CARD							
6-1020-0090-0022 CENTENNIAL WORLD REWARDS CARD	HKD 100,000.00	HKD 0.0	Information not available			24,000,000 Redeem Now	



Unblock Card via BEA Online

Step 3

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

The screenshot shows the BEA Online interface for unblocking a card. The page title is "Unblock Card" and it displays details for a VISA PLATINUM CARD (4384-3701-0010-0234). A "Reminder" dialog box is overlaid on the page, stating: "The i-Token push notification for this transaction has been sent to your mobile device. Tap the notification to verify this transaction. If you have not enabled the notification function, please see other ways to verify the transaction on this page." The dialog has an "OK" button. The background page shows a "Push Notification" section with instructions to click the notification on the mobile device. There is also a QR code and a "Refresh(93s)" button. The left sidebar contains navigation options like "Portfolio", "Register e-Statement / e-Advice", "BEA Mobile", "Faster Payment System ('FPS') Addressing Service", "Transaction Limits", "Two-factor Authentication", "Username", "Change PIN", "Personal Information", "Overseas ATM Cash Withdrawals", and "Manage Cards". The right sidebar has "Quick Links" (Transfers, Time Deposits, Stock Trading, Unit Trusts, Linked Deposits) and promotional banners for "HKSO brokerage fee" and "MPF Asset Consolidation Bonus".

Reminder ✕

The i-Token push notification for this transaction has been sent to your mobile device. Tap the notification to verify this transaction.

If you have not enabled the notification function, please see other ways to verify the transaction on this page.

OK

Unblock Card

Credit Cards

Card	VISA PLATINUM CARD 4384-3701-0010-0234
Credit card account	4384-3701-0010-0234

Cancel

Please authenticate your identity using the following methods.

1 **Push Notification**

Click our **push notification** in the mobile device where you have activated i-Token.

The QR Code will be valid for 100 seconds. If it has expired, please press "Refresh" to obtain a new QR Code.

If your mobile device is not connected to the Internet, please click [here](#) to obtain a Security Code.

Refresh(93s)

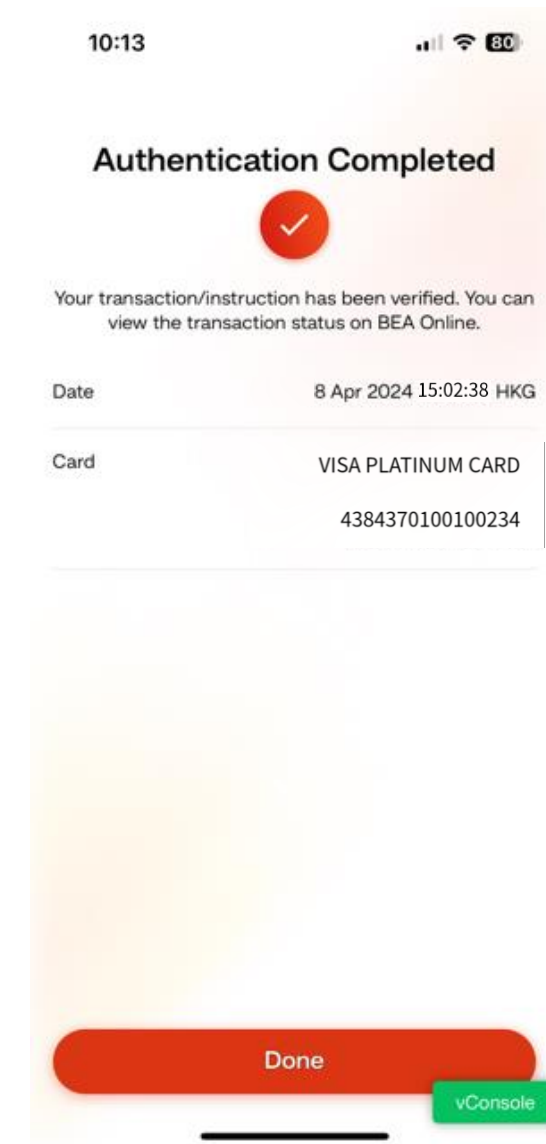
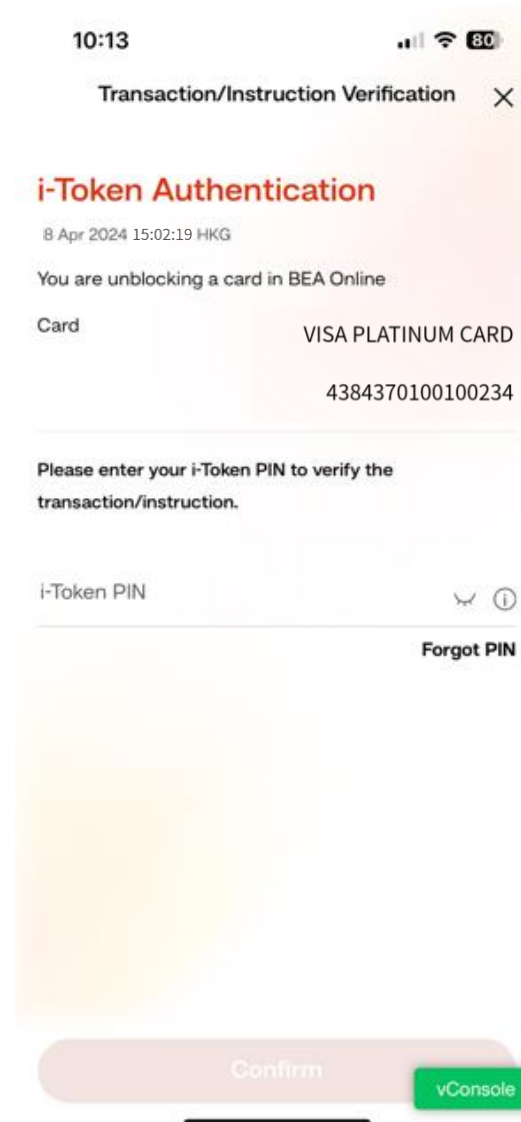
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Unblock Card via BEA Online

Step 4

Enter your i-Token to authenticate





Unblock Card via BEA Online



Welcome to **BEA Online**

Settings Accounts Payments Loans Cards Investments Insurance MPF/ORSO

Home Language Information Mail Log out

You are here - Settings - Manage Cards - Block/Unblock Cards


Page Theme

Step 5

Card is successfully unblocked and ready to use

- ▶ Portfolio
- ▶ Register e-Statement / e-Advice
- ▶ BEA Mobile
- ▶ Faster Payment System ("FPS") Addressing Service
- ▶ Transaction Limits
- ▶ Two-factor Authentication
- ▶ Username
- ▶ Change PIN
- ▶ Personal Information
- ▶ Overseas ATM Cash Withdrawals
- ▶ **Manage Cards**
 - Block/Unblock Cards ▶
 - Card Transaction Limit Setting

Unblock Card



Card Successfully Unblocked
8 APR 2024 15:02:41 HKG

Done

Card	VISA PLATINUM CARD 4384-3701-0010-0234
Credit card account	4384-3701-0010-0234
Reference no.	00866830

Quick Links

- ▶ Transfers
- ▶ Time Deposits
- ▶ Stock Trading
- ▶ Unit Trusts
- ▶ Linked Deposits

HKSO
brokerage fee

For trading local securities and A-shares through electronic channels within the first 3 months



Domestic Helper Protection Insurance



Global Power Multi-Currency Plan 3
Life Insurance –
Savings & Retirement Income

MPF Asset Consolidation Bonus





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.