

Important Tips



(Image in Chinese only)

The Bank of East Asia, Limited ("BEA") would like to remind you: "Beware of Credit Card Fraud during Smartphone Pre-orders"

Do not enter your credit card details (including CVV and OTP) on any unverified websites or links received via SMS, email, or instant messenger. If you receive any suspicious messages requesting sensitive information, please verify its legitimacy with your issuing bank through official channels.

- "Safeguard Sensitive Card Details": Never share your card numbers, expiry dates, CVV, or OTP with anyone.
- "Beware of Phishing Websites and Fake SMS": Official SMS notifications from the bank always begin with the "#" prefix.
- "Monitor Transaction Alerts Regularly": Pay close attention to real-time transaction notifications and inspect your statements.
- "Adjust Online Transaction Limits": Review and adjust your limits via mobile banking to match daily needs.
- "Act Quickly on Suspected Fraud": Contact your issuing bank via the Bank App, corporate website, or customer service hotline immediately to suspend your card if you suspect any unauthorised transactions. Stay alert to "secondary scams" (fake refund messages).
- "Use Payment Card Controls": Disable card-not-present transactions when not required.