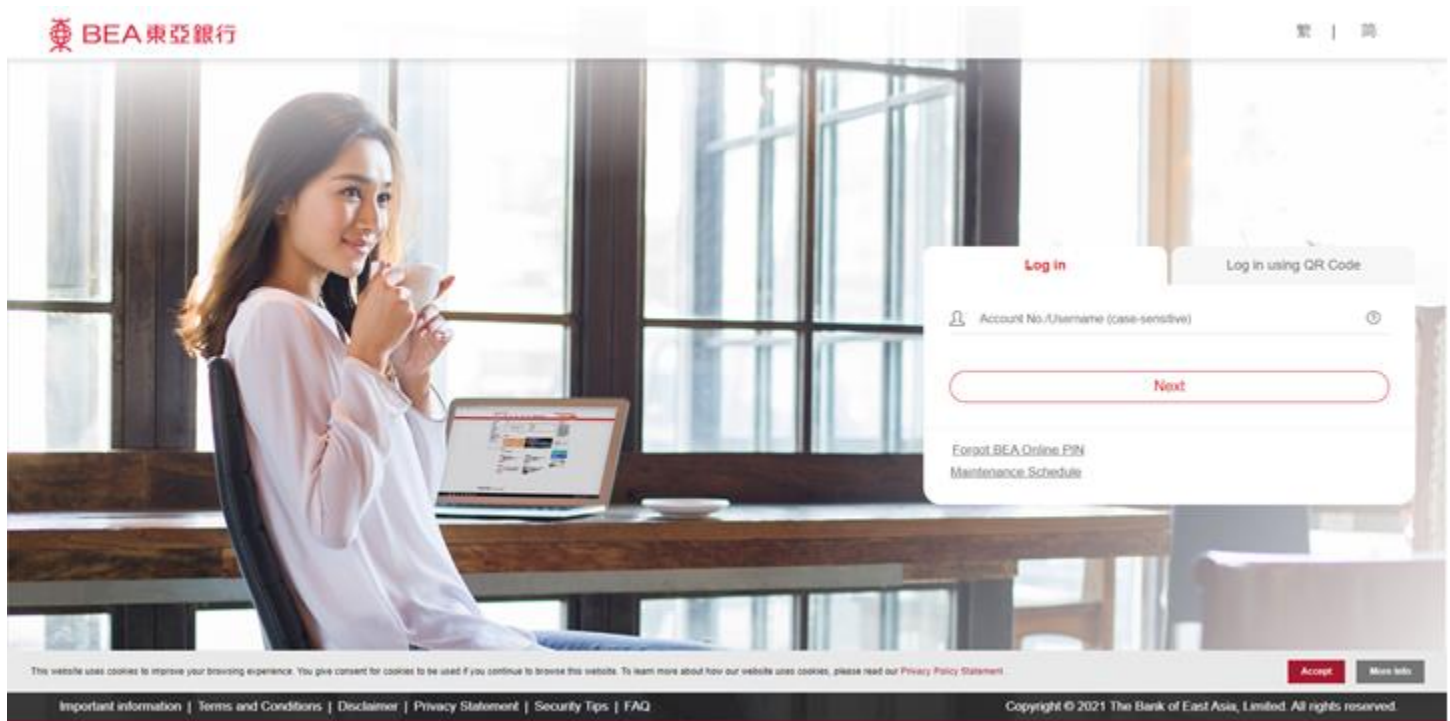


# Advice/Method on Credit Limit Reduction Submission

## 1) Login BEA Online



## 2) Click "Mailbox" at the right hand corner

**BEA 東亞銀行**

Welcome to **BEA Online**

Settings Accounts Payments Loans Cards Investments Insurance MPF/ORSO

You are here - Accounts

Portfolio Accounts Transfers e-Cheque Requisition Rate Enquiries View e-Statement / e-Advice

Welcome Previous log in: 16 NOV 2023 15:11:38 HKG

**Quick Links**

- A/C Summary
- Stock Trading
- Portfolio
- Bills
- Credit Cards
- Loans

**Mailbox**

You have 6 unread messages.

**News**

Starting from 30<sup>th</sup> September, 2018, HKD and RMB inter-bank transfer service will be upgraded to be a **24x7, real-time and free** service.

**Information**

We will never ask you for your PIN or One-time Password by email or phone. Do not click on any URLs or hyperlinks embedded in email to access the BEA website or to log in to BEA Online. To learn more, please [click here](#) to review our notes on security precautions.

**Promotions**

Use BEA Online's convenient services, and make significant savings on the related service charges. For more information on the savings you can make, please [click here](#).

**Important Notice**

> 6 DEC 2023  
Note: With effect from 26th November, 2023, the e-Cheque Services on BEA Online (also known as Cyberbanking) will be terminated. Starting from that day, the following functions will no longer be available:

- Apply for e-certificate
- e-Cheque book requisition
- Registration of e-Cheque issuance
- Maintenance of e-Cheque service
- e-Cheque issuance
- e-Cheque presentment

**Hotline**  
BEA Online  
Services Hotline  
(852) 2211 1321

A chance to win a trendy mobile phone/laptop  
Terms and Conditions apply.

**25% Premium Discount**

Underwritten by AIA International Limited (Incorporated in Bermuda with limited liability).

### 3) Click "Send mail to BEA"

The screenshot shows the BEA Online Accounts page. The top navigation bar includes the BEA logo, the text "BEA 東亞銀行", and the slogan "Welcome to BEA Online". Below this are navigation links for Settings, Accounts, Payments, Loans, Cards, Investments, Insurance, and MPF/ORSO. A utility bar contains icons for home, language, information, help, and email, along with a "Log out" button. The main content area is titled "You are here - Accounts" and features a sidebar with navigation options: Portfolio, Accounts, Transfers, e-Cheque, Requisition, Rate Enquiries, and View e-Statement / e-Advice. The central "Messages" section displays an "Inbox" with 6 messages. A "Send mail to BEA" button is circled in blue. The messages list includes subjects like "BEA Security Tips 東亞銀行保安提示" and "e-statement Notification 電子結單通知". A "Delete" button is visible at the bottom right of the messages list. On the right side, there is a "Quick Links" section with options for Transfers, Stock Trading, Unit Trusts, and Linked Deposits. Below this is a promotional banner for the BEA App, featuring a QR code and the text "Download BEA App now!".

### 4) Fill in contact number and email address;

Select "Credit Card Services" under Type of Products/Services;

Select "Others" under "Nature";

Type in "Request credit limit reduction on <credit card number> to <HKD / CNY>" in the message box

The Bank will notify you of the result in writing within 4 working days upon receipt of all required documents and information.

The screenshot shows the BEA Online Accounts page with the "Message" form open. The top navigation bar and utility bar are identical to the previous screenshot. The sidebar navigation options are also the same. The "Message" section is titled "Message" and shows a progress indicator "1. Input" and "2. Complete". A disclaimer states: "This service serves as a communication channel to the bank only. Any transaction instruction is not accepted through this service." The form fields are as follows: "To:" is "The Bank of East Asia, Limited"; "Title:" has radio buttons for "Mr.", "Mrs.", and "Ms."; "Name:" is an empty text box; "Telephone No (Optional):" is an empty text box; "Email address:" is "taiman.chan@gmail.com"; "Type of Products/Services:" is a dropdown menu set to "Credit Card Services"; "Nature:" is a dropdown menu set to "Others"; "Message:" is a large empty text area. At the bottom of the form are "Clear", "Cancel", and "Proceed" buttons. On the right side, the "Quick Links" section and the BEA App promotional banner are also visible.