

BEA Corporate Online

Upgrade Guide

(For existing Corporate Cyberbanking customers only)

This document is produced by The Bank of East Asia, Limited (“BEA”). It is intended to serve as a general guideline for use of our BEA Corporate Online services. While every effort has been made to ensure accuracy, BEA makes no representation or warranty, express, implied, or statutory, with respect to, and assumes no responsibility for, the accuracy, completeness, sufficiency, or usefulness of the information contained herein.

The Bank of East Asia, Limited

Contents



1. Upgrade process: First-time login and profile	3
2. What's new on BEA Corporate Online	10
3. Changes highlight	12
4. Troubleshooting	14
5. Appointing Authorised Person on BCO	16
6. Help tools – User Guides	17
7. Important Notes for Security in Relation to BEA Corporate Online	18
8. Service Overview	18
9. Service Hours	18
10. Daily Transaction Limits	18
11. Service Hotline / Support	19
12. Frequently Asked Questions (“FAQs”)	20

1. Upgrade process: First-time login and profile



This guide provides a step-by-step flow for existing Corporate Cyberbanking (“CCB”) customers to upgrade to BEA Corporate Online (“BCO”).

This user guide is only applicable to existing CCB customers. (For new BCO applications, please refer to Quick Start Guide on https://www.hkbea.com/pdf/en/bcohelp/qs_guide_en_v1.0.pdf.)


Step
00

Before scheduled upgrade period: Preparation

We will send an email and SMS reminder at least one week in advance to your company's registered mobile number and to all CCB users.

The scheduled upgrade date and time will be stated in the email and SMS.

Email notice sample (Extract)



BEA 東亞銀行 105

You will soon be upgraded to
the new BEA Corporate Online

A new online banking experience for corporates!

To enhance your online banking experience, you will bid farewell to the current corporate online banking platform - Corporate Cyberbanking and be upgraded to the new platform BEA Corporate Online **in August 2024.**

Which Corporate Cyberbanking account(s) will be upgraded?

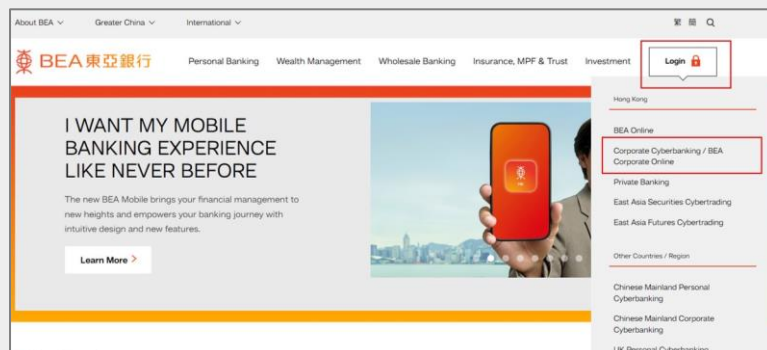
As per our record, the account number you use to log into Corporate Cyberbanking is :

123-68-***123

**Step
01**
After scheduled upgrade period: Visit BEA website

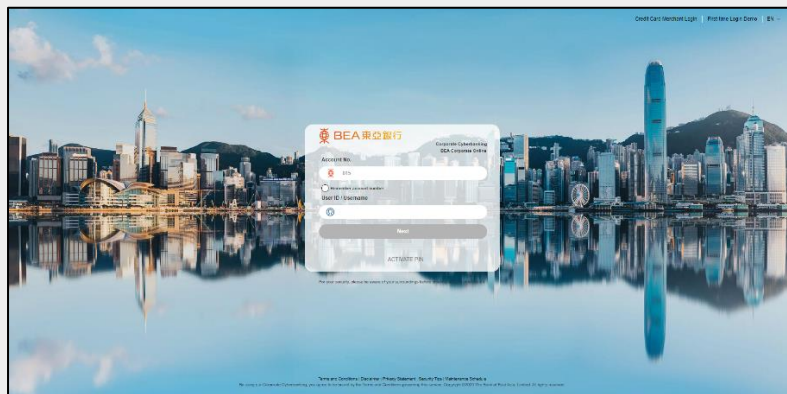
(Applicable to users with any CCB roles)

1. Visit our Bank's public website.
2. Click "Login" and then select "Corporate Cyberbanking/ BEA Corporate Online".


**Step
02**
Login CCB as usual

(Applicable to users with any CCB roles)

1. Enter "Account No." and "User ID / Username".
2. Click "Next".



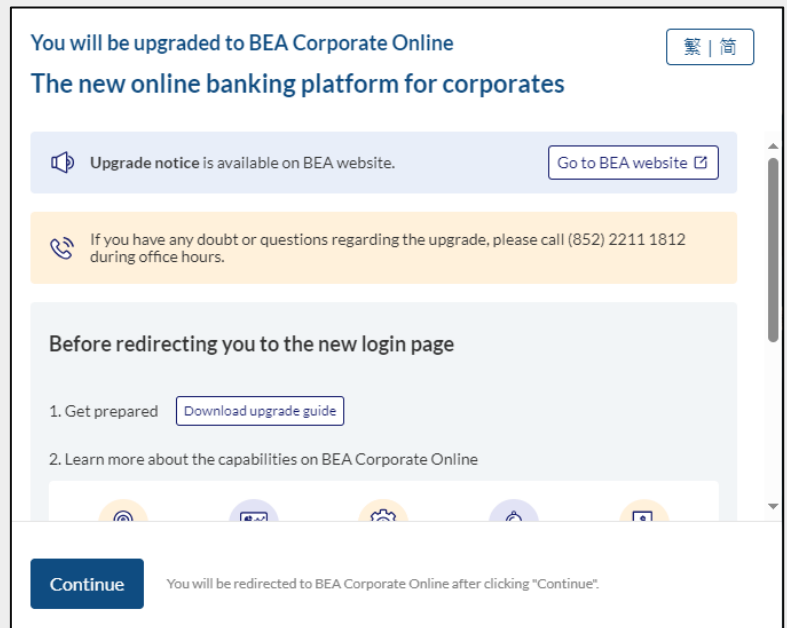
Step
03

BCO introduction

(Applicable to users with any CCB roles during first-time login after scheduled upgrade time only)

1. You will be redirected to a new page introducing new BCO services.
2. Read about new features and notices about the platform upgrade.
3. Click “Continue”.

BCO Introduction page - Sample



Step
04

Login BCO

(Applicable to users with any CCB roles)

1. Continue the login process with Account Number and Username pre-filled by the system.
2. Click “Next” to continue.

Step
05

Login BCO

(Applicable to users with any CCB roles)

1. Enter your Corporate Cyberbanking Login PIN as usual.
2. Click “Login” to continue.

Step
06

Reset PIN

(Applicable to users with any CCB roles)

1. To strengthen security measures on BCO, change your Login PIN.



Your PIN must contain:

- 8 - 16 alphanumeric characters
- Please enter numbers (0 - 9) and letters (a-z and A - Z) to create a new PIN.
- At least Two numbers
- It should not contain spaces or special characters.

2. Reset your Signer PIN if you were granted the Signer role in CCB. This step will be skipped if not applicable.

Step
07

Update user information

(Applicable to users with any CCB roles)

Update user information as instructed, and complete email and mobile authentication processes.

Click “submit”.

(Note: After upgrading to BCO, you may reset the login PIN yourself using the “Forgot Login PIN” function. Your Document ID will be required for this function, and submitted personal information will not be shared with other users of your company account.)

The screenshot shows the 'Update User Information' form in the BEA Corporate Online system. The form is divided into two main sections: 'Personal Information' and 'Contact Information'. In the 'Personal Information' section, there is a 'Username' field with a 'Check Availability' button, an 'Identification Document Type' dropdown menu (currently showing 'Please Select'), an 'Issuing Country/Region' dropdown menu (currently showing 'Issuing Country/Region'), and an 'ID No.' field. Below these fields, a red warning message states: 'The Document ID will be used as one of the important verifications in "Forgot Login PIN". Once the Document ID has been submitted, not further changes can be made. Please fill in carefully.' The 'Contact Information' section includes an 'Email Address' field and a 'Mobile Number' field (with a dropdown showing '852'). Below the mobile number field, another red warning message states: 'The registered mobile phone number as provided here and Customer's registered email address in the record of the Bank must be valid. An invalid mobile phone number or email address may result in the Customer being unable to activate PIN(s), proceed with PIN reset request(s) and/or other authentication request(s). If the said registered mobile phone number or registered email address has been changed, he or she should notify the Bank as soon as reasonably practicable in order to update the record with the Bank.' At the bottom of the form, there is a checkbox for 'I / We have read and understood the Bank's Personal Data (Privacy) Ordinance - Personal Information Collection (Customers) Statement and hereby agree to be bound by them.' and a 'Submit' button. A small note at the bottom indicates that the 'Personal Collection (Customers) Statement' can be downloaded from the BEA Corporate Online Website. The top of the page shows the BEA logo, 'CORPORATE ONLINE', and a user greeting 'Welcome, TESTING'.

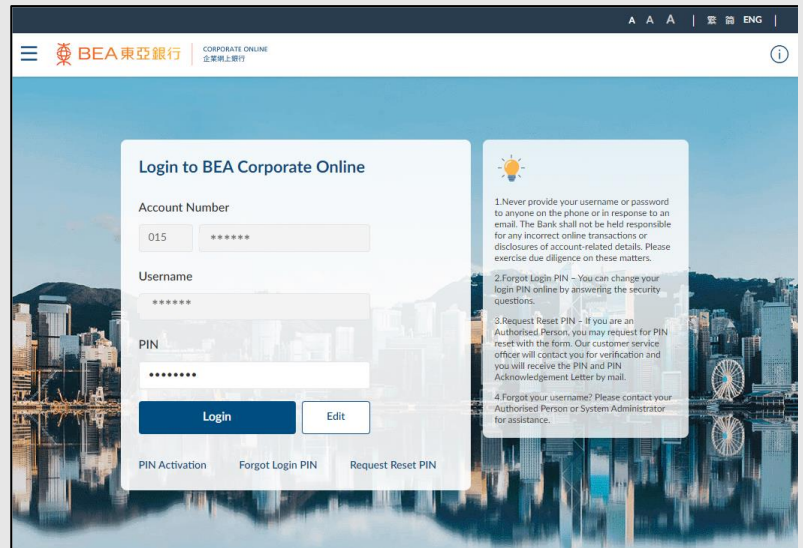
Step
08

Start using BCO

Login again with the newly set Login PIN and operate your accounts via BCO from now on.

(Note: You will be reminded to set up 6 Security Questions for Login PIN reset in case you forget it in the future, or you can skip the set up and continue.

You may set up later by visiting “Profile” → “Security and Login” → “Set Security Questions” after logging in BCO.)



Set Security Questions

Your security questions have not been set up yet.

[Set Up](#)[Skip](#)

Set Security Questions

Security Question

Select a Question

Answer

Security Question

Select a Question

Answer

Security Question

Select a Question

Answer

Security Question

Select a Question



Note

Security questions work as an added layer of security that helps in protecting your account against fraudulent activities.

- We recommend that you
- Choose answers that are difficult for others to guess.
 - Choose questions which you have not previously answered on public or social media sites.

2. What's new on BEA Corporate Online



This guide highlights key new developments on BEA that help you manage your daily business more efficiently and effectively.

01 Dashboard view

Holistic overview:

Get a comprehensive view of accounts, cash flow and approval status based on Users' Role.

The screenshot displays the BEA Corporate Online dashboard. At the top, there's a header with the BEA logo, 'CORPORATE ONLINE', and a search bar. Below the header, a banner for 'Greater Bay Area Services' is visible. The main content area is divided into two sections: 'Current and Savings' (7 Total Number of Account(s)) and 'Time Deposits' (4 Total Number of Account(s)). The 'Current and Savings' section contains a table with columns: Company Name, Account Number, Account Type, Currency, Available Balance, and Net Balance. The table lists 'TESTING COMPANY LTD' with account number '015-521' and account type 'CPLUS - SSA'. Below the table, there's a 'Download As' button and a pagination bar showing 'Page 1 (1-5 Items)'. A note at the bottom states: '1. Accounts marked * are dormant. Please contact your account opening branch to reactivate them if necessary. 2. The aggregated equivalent balance amount shown in HKD is determined by the exchange rate on the closing day.'

Company Name	Account Number	Account Type	Currency	Available Balance	Net Balance
TESTING COMPANY LTD	015-521	CPLUS - SSA	HKD		
			USD		
			EUR		
			CNY		

02 New transfer journey

1. Complete a payment in 3 steps: **Initiate, review, confirm.**
2. Effectively track CHATS and Telegraphic Transfer outward payments with the new payment tracker tool.

The screenshot shows the 'Payment Tracker' interface. It displays the transaction number '1801781A89D2'. The status is 'Payment Sent' as of '01 Feb 2023 12:00:00 AM'. A progress bar shows four steps: 1 (Initiate), 2 (Review), 3 (Confirm), and 4 (Completed). The first two steps are marked with checkmarks. Below the progress bar, there's a table with columns: Remitter Bank, Intermediary Bank, Beneficiary Bank, and Completed. The table provides details for each bank involved in the transaction.

Remitter Bank	Intermediary Bank	Beneficiary Bank	Completed
The Bank of East Asia Limited BEASHKHH Completed 15 Oct 2037	TSP TESTING BIC 5 TSPDBEB0004 Completed 01 Feb 2023	TSP TESTING BIC 5 TSPDBEB0004	

03 Customised notification & alert

1. Set thresholds for inward payment notifications.
2. Select the account(s) and event(s) to subscribe alerts and choose your preferred notification method.

The screenshot shows the 'Alerts Subscription' page in the BEA Corporate Online system. The page has a header with the BEA logo, 'CORPORATE ONLINE', and a search bar. Below the header, there's a section for 'Alerts Subscription' with a toggle for 'Apply to all'. Under 'Current and Savings', two accounts are listed: 'Account Number 015-521 (CPLUS - SSA)' and 'Account Number 015-521 (CPLUS - HKD CUR A/Q)'. For each account, there's a table of 'Alert Type' and 'Send Alert Via'. The first account has 'Incoming Remittance Advice' (HKD) and 'e-Statement Reminder' selected. The second account has 'e-Advice Reminder' selected. A 'Note' box on the right states: 'You can select the account(s) and event(s) you would like to subscribe alerts for. To choose how you would like to be notified, please click on the relevant icons.' At the bottom, there are 'Save', 'Cancel', and 'Back' buttons.

04 New user type

Enhanced administration:

The new Authorised Person role simplifies administration processes.

Extended capabilities:

Authorised Person(s) on BCO can manage beneficiaries, increase daily transaction limits, and manage user profiles.

The screenshot shows the 'Home' page for an 'Authorised Person' in the BEA Corporate Online system. The page has a header with the BEA logo, 'CORPORATE ONLINE', and a search bar. Below the header, there's a 'Pending Approvals (0)' section with a table for 'Administrative Maintenance', 'e-Statement & e-Advice', and 'Manage Beneficiaries'. The table has columns for 'Date', 'Transaction Name', 'Company Name', 'Initiated By', 'Reference No', and 'Status'. Below this, there's a 'Quick Links' section with icons for 'User Management', 'User Accounts and Services Access', 'e-Statement & e-Advice User Registration Checker', 'Daily Transaction Limit Maintenance', and 'Manage Beneficiaries'. At the bottom, there's a 'My Approved List (0)' section with a search bar and a table similar to the one above. The page also shows 'Page 1 (0 of 0 items)' and navigation arrows.

3. Changes highlight

This guide will highlight the key changes you can expect in BEA Corporate Online. We strive to explore the features, functionality, and user interface designed to streamline your banking experience.

01 Enhanced account profile view

Integrated view:
Access detailed account information with a unified view.

CCB System Administrator | A A A | ENG | Welcome
Last Login: 13 Jun 2024 11:04:59 HKT

Account Profile

Account Number
01552168

Account Name

Linked Associated Company(ies)
Approval Flow Type: ☐ Sequential ☒ Parallel

Corporate Administrative Functions: Enable Disable

Office Email Address

Online Banking - Daily Transaction Limit

Transactions	Limits (HKD)	Available Limit (HKD)	Transaction Sub-categories	Sub-Limits(HKD)	Available Sub-Limit (HKD)
Transfers to Own Accounts	9,999,999.999.00	9,999,999.999.00			
Transfers to Pre-designated Accounts and Bill Payments	10,000,000.00	10,000,000.00	Payments & Transfers (Local & Cross-Border) Cross-Border Sub-Limit Only Bill Payments Bill Payments (High-risk Merchants)	10,000,000.00 10,000,000.00 10,000,000.00 10,000,000.00	10,000,000.00 10,000,000.00 10,000,000.00 10,000,000.00
Transfers to Non-designated Accounts	5,000,000.00	5,000,000.00	Payments & Transfers (Local & Cross-Border) Cross-Border Sub-Limit Only	5,000,000.00 5,000,000.00	5,000,000.00 5,000,000.00
Payroll and Autopay	1,000,000.00	1,000,000.00	Autopay Payroll	800,000.00 30,000.00	800,000.00 30,000.00
Payroll and Autopay Deposit Limit (Per Account Per Day)	1,000,000.00				

Phone Banking - Daily Transaction Limit

Transactions	Limits (HKD)	Available Limit (HKD)	Transaction Sub-categories	Sub-Limits(HKD)	Available Sub-Limit (HKD)
Transfers to Related Accounts	500,000.00	300,000.00			
Transfers to Pre-designated Accounts in BEA	300,000.00	500,000.00			

Notes
1. Your own accounts refer to all related accounts and associated accounts linked to your BEA Corporate Online service.

Cancel

02 Integrated tool for User management

User access management:

New “User Accounts & Services Access” function combines Function Access Profile (FAP) and Data Access Profile (DAP).

Streamlined management:

Manage linked user accounts and services access in one streamlined process.

User Accounts & Services Access

User Name
3777ap

Full Name
CHU HUNG CHUK

Related Account(s) - Linkages

You can view and manage the available functions for enablement by clicking the arrow button next to the relevant account.

Current and Savings Time Deposit

☐ Apply function enablement of first account to all selected accounts

☐ Enable All Functions across All Accounts

Account Number	Currency	Account Type
0151688003719	-	CORPORATEPLUS A/C

☐ Enable All Functions

☒ Time Deposits

☒ Time Deposit Placement

☒ e-Statement/e-Advice Services

☒ Request for Ad hoc Statement ☒ View e-Statements ☒ View e-Advice

☒ Current and Savings Account

☒ Account Details ☒ View Transaction History

☒ Bill Payment

☒ Bill Payment

☒ Transfers

☒ Transfer to Non-designated Account - Internal Transfers ☒ Transfer to Non-designated Account - Local Payments ☒ Transfer Money - Internal Transfers

☒ Transfer Money - Local Payments ☒ Inward Remittance Overview ☒ Transfer to Non-designated Account - Overseas Payments

☒ Transfer to Non-designated Account - BEA (China) ☒ Transfer Money - Overseas Payments ☒ Transfer Money - BEA (China)

☒ Transfer Money - Self Transfers ☒ Scheduled Payment Instruction Inquiries

☒ Third Party Service Provider Consent Management

☒ Grant Consent to Third Party Service Provider

☒ All Maintenances

☒ FPS Addressing Service

☒ Cheque

☒ Cheque Book Request ☒ Stop Cheque ☒ Cheque Status Inquiry

03 Improved security measures

Enhanced security:

The new login PIN generation process by the Bank replaces the manual login PIN setup by System Administrator, enhancing security.

Login PIN Information

Login PIN

Please Select ^

U09

U07

U03

U08

Save Cancel Back

4. Troubleshooting



This guide provides assistance for customers who need to:

1. Reset or retrieve CCB Login PIN.
2. Activate internet banking services.

01 Lost Login PIN - For all CCB user types

If you wish to reset login PIN before scheduled upgrade:

- If you are a Normal User, Signer, and/or Default User, please contact your CCB system administrator for resetting CCB login PIN before scheduled upgrade. (Please refer to related CCB demo guide for SYSADM on https://www.hkbea.com/pdf/en/CCBDemoGuide/reset_pin_sysadm_en.pdf.)
- If you are a System Administrator, your login PIN can be reset by Authorised Person. (Please refer to CCB interactive guide on https://www.hkbea.com/pdf/en/ccb_qsg_en1.pdf#page=12.)

If you wish to reset login PIN after scheduled migration date:

If you are a CCB Normal User or SYSADM, please submit below bank forms for resetting your login PIN with necessary customer information update.

1. ***Change of Related Information under BEA Corporate Online***

<https://www.hkbea.com/pdf/en/application-form/BCO6.pdf>

Form filling sample: https://www.hkbea.com/pdf/BCO06_dm_sample.pdf

2. ***Request for New Personal Identification Number (PIN) / Reprint of BEA Corporate Online New PIN(s) Acknowledgement Letter***

<https://www.hkbea.com/pdf/en/application-form/BCO8.pdf>

Form filling sample: https://www.hkbea.com/pdf/BCO08_dm_sample.pdf

If you are a CCB signer or Default user, click “Request Reset PIN” under BCO login page to reset all (or selected) login PINs and signer PINs in one-go by Authorized Person(s), or you can submit BCO08 form to branch for processing.

02 Activate internet banking services

If you have never activated CCB services before, please check if you have the previously mailed CCB acknowledgement letter and PIN mailers on hand. It should contain the activation code and necessary Login and / or Signer PIN for registered users.

If yes, and it is before scheduled upgrade date now:

These CCB activation materials are still valid to use. You can activate CCB services as usual.

Follow the steps on the BEA website via the PIN activation guide on https://www.hkbea.com/html/en/ccb-interactive-guide/pin-activation/pin_activation.html to reset your login PIN.

If yes, and it is after scheduled upgrade date now:

These CCB activation materials are still valid to use. You can activate BCO services with CCB activation materials.

Follow the same steps to activate BCO services by choosing “Activate PIN” >> “For BCO customer” under CCB login page, or “PIN Activation” under BCO login page.

If you have lost the CCB activation materials:

Select “Request Reset PIN” under BCO login page to request the activation materials. You will need to provide information including account number, mobile number of the Authorised Person, and CCB username to complete the request online.

Alternatively, you can visit any of our retail branches to request a reprint of the activation materials.

5. Appointing Authorised Person on BCO



To strengthen our security measures, CCB System Administrator(s) transitioning to BCO will have limited approval rights for administrative functions.

For extended administrative transaction approval capabilities on BCO, we introduce the new user type “Authorised Person”.

Existing CCB System Administrator on BCO	Appointed Authorised Person on BCO
<ul style="list-style-type: none">• View Account Profile• View Accounts and Services Access• Decrease Daily Transaction Limit• Manage Alert Subscription• FPS Addressing Service	<ul style="list-style-type: none">• (All transactions accessed by existing CCB System Administrator)• Maker & Approver role, for initiating and/or approving financial transactions• User Management• Manage User Accounts and Services Access• Open API Service• Manage Beneficiaries• E-Statement and e-Advice Settings• Manage Daily Transaction Limit• User File Identifier Mapping (For file upload purposes)

Who should be appointed as an Authorised Person?

At least one Authorised Signatory of your company should be appointed as an Authorised Person in BCO.

How to appoint Authorised Person(s)?

Submit the “Change of Related Information under BEA Corporate Online” application form (BCO06) to any of our retail branches for processing.






6. Help tools – User Guides



HELP

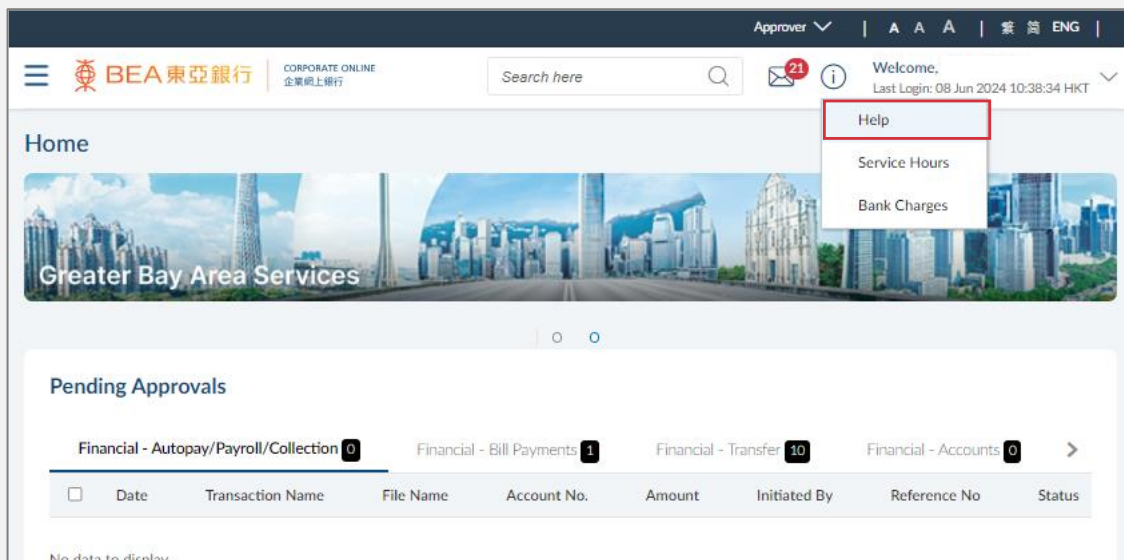
BEA Corporate Online Demonstration

Thank you for using BEA Corporate Online. Please find the following list of demo guides for your reference:

-  **Quick Start Guide**
 - > Quick Start Guide
-  **Customer Service Authentication**
 - > Security Settings
-  **Approval Workflow**
 - > Approval Dashboard
 - > Initiator and Approver are the same user
 - > Initiator and Approver are different users
 - > Transaction requires more than one Approver
 - > Reject Transaction
-  **Fund Transfer**
 - > Transfer Money – Own Accounts
 - > Transfer Money – Transfer to Registered Beneficiary Account
 - > Transfer to Non-Designated Account
 - > Inward Remittance Overview
 - > Scheduled Payment Instruction
 - > Add to Favorites
-  **Bill Payments**
 - > Bill Payments
 - > Bill Payment History

How to get there

Click our “Help” icon after logging in for user guides.



The screenshot shows the BEA Corporate Online interface. At the top, there is a navigation bar with the BEA logo, the text "CORPORATE ONLINE 企業網上銀行", a search bar, and a user profile dropdown. Below the navigation bar, there is a "Home" section with a banner for "Greater Bay Area Services". A "Pending Approvals" section is visible, showing a table with columns: Date, Transaction Name, File Name, Account No., Amount, Initiated By, Reference No., and Status. The table currently displays "No data to display." A red box highlights the "Help" icon in the top right corner, which is part of the user profile dropdown menu. The dropdown menu also includes "Service Hours" and "Bank Charges".

7. Important Notes for Security in Relation to BEA Corporate Online



These important notes apply to BEA Corporate Online services. Please visit our bank website to read and adopt the security precautions before using BEA Corporate Online:

How to get there: Bank website homepage > Security Tips

8. Service Overview



For the details of BEA Corporate Online services, please visit our bank website:

How to get there: Bank website homepage > Wholesale Banking > BEA Corporate Online

9. Service Hours



For the details of BEA Corporate Online service hours, please visit
https://www.hkbea.com/pdf/en/bcohelp/bco_sh_en_v1.0.pdf

10. Daily Transaction Limits



For the details of BEA Corporate Online Daily Transaction Limits, please visit our bank website:

How to get there: Bank website homepage > Wholesale Banking > BEA Corporate Online > FAQs - Q1.6 under General section.

11. Service Hotline / Support



Hotlines	Service Hours
Upgrade Hotline for existing CCB users (852) 2211 1812	Mon - Fri: 9:00 a.m. - 9:00 p.m. Sat: 9:00 a.m. - 5:00 p.m.
BEA Corporate Online Enquiry Hotline (852) 2211 1321	Mon - Fri: 9:00 a.m. - 9:00 p.m. Sat: 9:00 a.m. - 5:00 p.m.
Lost PIN Reporting Hotline (during office hours) (852) 2211 1345	Mon - Fri: 9:00 a.m. - 9:00 p.m. Sat: 9:00 a.m. - 5:00 p.m.
During non-office hours, please dial (852) 2211 1862	
MPF Enquiry Hotline (852) 2211 1777	Mon - Fri: 9:00 a.m. - 6:00 p.m. Sat: 9:00 a.m. - 1:00 p.m.

12. Frequently Asked Questions (“FAQs”)



1. Why is the upgrade needed, and when will my Corporate Cyberbanking (“CCB”) account(s) be upgraded?

To provide best-in-class banking services, BEA Corporate Online (“BCO”) is launched with enhanced digital banking experiences and functionalities.

The upgrade will start from July 2024, and will be conducted in stages. Customers will be informed before scheduled upgrade at least 1 month, 2 weeks and 1 week before the scheduled date.

Please stay tuned – you will be upgraded very soon!

2. What will be transitioned from my Corporate Cyberbanking (“CCB”) account profile(s) to BCO?

Once you have been upgraded to BCO, all existing profiles and settings of your CCB account(s) will be automatically transited, which include:

- a. existing linked accounts;
- b. registered users;
- c. registered functions;
- d. transaction history of linked accounts of up to past 1 year, and;
- e. scheduled instructions that are sent to the Bank before the scheduled upgrade.

All pending instructions that are not sent to the Bank will not be transited to BCO after scheduled upgrade period.

3. Is there any service charge for using BCO?

There is no service charge; it is free to apply for the service, similar to CCB.

4. Why do I need to provide personal information after upgrading to BCO?

To enhance security measures, if users are found with missing (1) ID number, (2) mobile number and/or (3) email addresses in CCB, they would be required to supplement the information during the upgrade process.

BCO is allowing users to reset their Login PIN themselves without a System Administrator. The submitted information will not be disclosed to other BCO users of your company.

5. How can I appoint an “Authorised Person” in BCO?

Submit the “Change of Related Information under BEA Corporate Online” application form (BCO06) to any of our retail branches for processing.

6. Why can't transited CCB System Administrator create new users with manual login PIN settings after the upgrade?

To strengthen security measures. A new user profile creation would require Authorised Person for approval. Request system-generated Login PIN upon account opening or submit the “Change of Related Information under BEA Corporate Online” application form (BCO06) to any of our retail branches for processing.

7. How can I retrieve transaction audit details from CCB after upgraded to BCO?

Go to “Corporate Cyberbanking Transaction Audit Details” under the main menu after upgrading to BCO. Download records of up to 1 year as a zipped file, and they are available 1 day after scheduled upgrade date.

8. I do not wish to be upgraded. Can I remain to use Corporate Cyberbanking service?

Since Corporate Cyberbanking will be demised, and BEA Corporate Online will be the only online banking service for corporate customers after the upgrade, the Bank may no longer provide online banking service for corporate customers who choose not to upgrade.

You may still wish to raise a request to postpone the upgrade timing at least 2 weeks in advance, by contacting your relationship manager, or by contacting our service hotline. We will try best to serve while the Bank reserves final right to the scheduled upgrade timing.

9. Where can I know more about service offerings of BCO?

For the details of BEA Corporate Online services, please visit our bank website:

How to get there: Bank website homepage > Wholesale Banking > BEA Corporate Online

From time to time, the Bank shall announce new features and functionalities on BEA Corporate Online. Please refer to separate customer notice to be communicated.