

FAQs for Two-factor Authentication

Two-factor Authentication

1. What is two-factor authentication?

Two-factor authentication is an authentication scheme that increases online security by relying on a combination of two different factors, something you know (e.g. login ID and password) and something you have (e.g. mobile device with i-Token) in the verification of a user's identity.

2. Why is two-factor authentication needed for internet banking transactions?

Although they may be able to illegally obtain your login ID or password, fraudsters cannot steal something you have in your physical possession, such as mobile phone, over the internet.

3. When do you need to use a one-time password?

You will need to use a one-time password to access all investment services (including Stock Trading, Linked Deposits, Cyberfund Centre, eIPOs, and FX/Precious Metal Margin Trading) if you log in BEA Online or BEA Mobile with Login No./Username and PIN.

You currently need to use a one-time password when conducting any of the following designated transactions via BEA Online:

- Fund transfers to non-registered BEA accounts in Hong Kong, China or UK
- Fund transfers to non-registered accounts at other local banks through Faster Payment System (FPS)
- Bill payments to merchants, except when the receiving merchant falls under the "Government or Statutory Organisation", "Utilities", "Education: Primary or Secondary School", or "Education: Post-secondary or Specialised Institution" categories
- Setting up scheduled instructions for the above-mentioned transactions
- Any new transaction types as prescribed by BEA from time to time
- Other transaction(s) as prescribed by BEA from time to time

4. After I have used two-factor authentication to create my templates, do I need to use two-factor authentication again when I perform transactions using the authenticated template?

You do not need to perform two-factor authentication to complete the transaction unless you change the deposit account or bill account number for the transaction.

You are required to two-factor authentication on perform fund transfers if you create/edited transfer to non-registered HKBEA or other local bank payee's template after 1st March 2021.

5. Do I need to use one-time password to authenticate my templates created before 23rd June 2005?

No. All templates, which have been created before 23rd June 2005, will not be affected by the two-factor authentication arrangement.

6. Do I need to go to a BEA branch to register for one-time password?

If you individual/joint account customer and registered one-time password service on or before 28th February 2021, you can receive the one-time password automatically by the mobile phone number you have set before.

For those individual account customers have not registered one-time password service before, it will use their latest mobile number registered with BEA to receive one-time password automatically starting from 1st March 2021. If you are joint account customer or you have not provide the mobile phone number to BEA, you will first need to update your mobile phone number record at any branch.

7. Can I register more than one mobile number for one-time password?

No.

8. Why do investment services (Stock Trading, Linked Deposits, Cyberfund Centre, eIPOs, and FX/Precious Metal Margin Trading) require “Two-factor Authentication” in BEA Online and BEA Mobile?

To enhance the protection of your investment accounts, effective from 23rd April, 2018, you are required to use two-factor authentication security procedure, in order to access all BEA Online and BEA Mobile investment services.

9. Do I need to perform “Two-factor Authentication” for every investment service in BEA Online or BEA Mobile?

Once you have performed “Two-factor Authentication” for one investment service, it will not be required for other investment services as long as you are still logged in to BEA Online or BEA Mobile.

However, you will be requested to complete “Two-factor Authentication” if you try to log in to BEA Online or BEA Mobile again after logging out.

However, “BEA Securities Services Mobile App” and “FX/Precious Metal Margin Trading” services under BEA Mobile are independent functions which require their individual “Two-factor Authentication”.

One-time Password

1. What is a one-time password (OTP)?

An OTP is an SMS-based password generated by a bank and sent to your registered mobile phone number as an additional form of identity authentication. OTPs enable you to perform designated transactions and access investment services through the BEA Online or BEA Mobile service if you log in with Login No./Username and PIN.

OTPs for performing designated transactions and accessing investment services will expire after 99 seconds.

2. How do I use an OTP?

If you log in to BEA Online or BEA Mobile with Login No./Username and PIN, an OTP will be sent to your registered mobile phone when you perform a designated transaction or access investment services. You must input the OTP on to complete your transaction or access investment services.

3. What is the use of “BEA Authentication Message”?

The “BEA Authentication Message” will appear on your mobile phone to identify the sender (BEA) of SMS Communications in future.

Below arrangement is effective from 1st March 2021

If you have registered “one-time password” on or before 28th February 2021, “BEA Authentication Message” will display the message you have set when receiving SMS OTP.

If you are using automatic OTP registration, “BEA Authentication Message” will display in “N/A”.

4. What should I do if I receive an SMS containing a one-time password on my mobile phone but I am not performing any internet banking transactions?

Please contact the BEA Online Customer Services Hotline on 2211 1345 immediately.

5. Is there any charges for using one-time password in BEA Online?

It is free of charge at the time being. On the other hand, your mobile network operator may charge you for SMS usage fee for accessing the services. Details please refer to your mobile network operator.

6. Can I register an overseas mobile phone number for receiving OTP?

You can register an overseas mobile phone number for using the service. Mobile phone numbers of the following countries would support the service currently:

Country	Country Code	Country	Country Code
<u>North America</u>		<u>Asia</u>	
USA, Canada	1	Malaysia	60
<u>Europe</u>		Philippines	63
Russia	7	Singapore	65
Greece	30	Japan	81
Netherlands	31	South Korea	82
Belgium	32	Vietnam	84
France	33	China	86
Spain	34	India	91
Hungary	36	Hong Kong	852
Italy	39	Macau	853
Switzerland	41	Taiwan	886
Austria	43	Israel	972
United Kingdom	44	<u>Oceania</u>	
Denmark	45	Australia	61
Sweden	46	New Zealand	64
Norway	47		
Poland	48		
Germany	49		
Portugal	351		
Luxembourg	352		
Ireland	353		
Finland	358		
Czech Republic	420		

Remarks: Not all the mobile phone numbers from the above-mentioned countries can receive an international SMS messages. Prior to the service registration, please confirm with your mobile network operator whether your mobile phone number/service plan can receive an international SMS.