

Frequently Asked Questions for Dormant Account and Deceased Account

- **What is a Dormant Account?**

The Bank classifies savings account, current account and other types of deposit accounts as dormant where those accounts have no activity other than transactions initiated by the Bank (such as receiving interest and incurring charges) for a specified period of time. For details, please refer to the following:

Account Type	Conditions to Dormancy Status
All-in-One Account (SupremeGold, Supreme, BEA GOAL, i-Account)	Inactive for 1 year or more for all sub-accounts
CorporatePlus Account	
Current Account	Inactive for 1 Year or more
Savings Account	
Multi-Currency Statement Savings Account	
Time Deposit	<p>When all deposits under the Time Deposit account are in dormancy status, the Time Deposit account will be dormant.</p> <p>Conditions to Dormancy Status in Deposits:</p> <ul style="list-style-type: none"> - Fixed deposits: <ul style="list-style-type: none"> - uplifted or cancelled for 1 year or more - past due for 3 months or more with no maturity instruction; - Call deposits: not uplifted for 1 year or more after the value date.

- **Why is a Dormant Account undesirable to me?**

It would be wise to avoid dormant accounts as the Bank may cease to provide certain services or restrictions may be imposed on dormant accounts to protect your interests.

Furthermore, if you do not keep the personal information up-to-date with the Bank and you have not notified the Bank timely, statements, advices, important notices and messages from the Bank may be undelivered. As there is less incentive for you to keep track of activities of dormant accounts, you may become less vigilant in monitoring transactions and reconciling statements, your account may be more vulnerable to undesirable risks and fraud.

- **What shall I do to avoid Dormant Account?**

To avoid dormant account, you can consider the following measures:

- Keep only those accounts that you need and consider consolidating your accounts;
- Notify the Bank when there are changes to your personal information; and
- Read the notification such as mail or email from the Bank.

- **What shall I do if I have an Account that is not frequently in use?**

Given there is no transaction in your account within the specified period, the Bank will notify you by email or letter that the relevant account will soon become dormant. Remember to read the mail or notices from the Bank and act accordingly when notice is served.

You could take the following actions:

- perform transaction and use it regularly;
- change it to alternative account type (e.g. from a Passbook account to an All-in-One account) that may better suit your financial needs; or
- close any account that you don't need and make sure that all standing instructions and direct debit authorisations are identified and discontinued before closing your account.

- **What shall I do if I have lost track of an Account with the Bank?**

You can visit any branches in person with your identification document so that the Bank can check whether you have any deposits account maintained in our bank.

- **What shall I do to re-activate my Account of which has been made dormant?**

You could visit any of our branches in person with your identification document to reactive your dormant account.

Considering some customers outside Hong Kong are not able to visit our branches in person to resolve the bank account issues under the pandemic, the Bank introduces facilitative measures to assist customers to remotely manage the issues related to their Hong Kong bank accounts. You can call our Customer Service Hotline (852 2211 1333) / Branches for arranging attestation service via the branches of The Bank of East Asia (China) Limited, our Macau and Overseas branches and Representative Offices.

- **What is a Deceased Account?**

The Bank classifies the account as deceased account if the account holder has passed away.

- **Why is it important to notify the Bank of the death of the account holder?**

It is important to keep the Bank informed so that the Bank can freeze the account(s) of the deceased to protect the interest of the potential owners or beneficiaries of the deceased's estate. The deceased account(s) will be frozen awaited further handling of the Personal Representative.

- **Who can deal with the bank account(s) of the deceased person?**

The person responsible for dealing with the deceased's estate is generally known as a "Personal Representative", who will either be the executor named in the will of the deceased or the administrator who can be the next-of-kin, or the registrar of the Court or creditors of the deceased person according to the order of priority governed by the law of intestacy where there is no will. In

general, a Personal Representative has the authority to deal with the deceased person’s sole estate, such as to manage and distribute the relevant assets to the beneficiaries.

- **I am a Personal Representative (Executor/Administrator), what should I do when a family member has passed away who maintained an account with the Bank?**

We are sorry about this sad news. You need to provide the Death Certificate of the deceased, your identification document, together with the other additional supporting documents. We are able to provide you with the balance of bank account(s) (in the sole name of the deceased) as at the date of death and we would not charge any fee for this purpose.

In addition to the above documents, you may need to obtain the Grant of Representation (Grant of Probate, Letter of Administration or Confirmation Notice (where applicable)) for release of funds out of the deceased’s account.

However, the Bank may have designated handling procedures and documentation requirements for different types of accounts depending on the circumstance of each individual case. Thus, you are advised to visit any of our branch for details or seek independent legal advice in case of need.

- **Where can I find details on bank service charges?**

The bank service fees and charges information can be found on our corporate website: <https://www.hkbea.com/html/en/bea-personal-banking-bank-charges.html>.

- **Where can I find the related terms and conditions for my Account?**

The terms and conditions for your account can be found on our corporate website.

SupremeGold Private	https://www.hkbea.com/html/en/bea-personal-banking-supremegold-private-useful-information.html
SupremeGold	https://www.hkbea.com/html/en/bea-personal-banking-supremeGold-services-useful-information.html
Supreme	https://www.hkbea.com/html/en/bea-personal-banking-supreme-useful-information.html
BEA GOAL	https://www.hkbea.com/html/en/bea-personal-banking-beagoal-services-useful-information.html
i-Account	https://www.hkbea.com/html/en/bea-personal-banking-i-account.html
Current/Savings/Time Deposits Account	https://www.hkbea.com/html/en/bea-personal-banking-account-services-useful-information.html