Connect with your Relationship Manager

Your personalized assistant

Getting in touch with your Relationship Manager has never been easier with "BEA RM Chat" via WhatsApp or WeChat. "BEA RM Chat", The Bank of East Asia, Limited ("BEA" or "the Bank") official instant messaging channel, allows SupremeGold Private and SupremeGold customer to contact your dedicated Relationship Manager to receive assistance during business hours to enjoy a more seamless and convenient experience.

Security & Privacy

We treasure your confidentiality, all conversations are encrypted end-to-end.
To chat with your Relationship Manager via WhatsApp or WeChat, our verified business account will be used to connect with you via your mobile number registered with the Bank.

Connect with us

WhatsApp Onboarding Steps

1 Receive invitation from system to **"Start Conversation"**.

2 After reading the Terms and Conditions, tap the **"I Agree"** button.

3 Start chatting with your Relationship Manager.

WeChat Onboarding Steps

1 Receive invitation SMS from system

2 Follow our official account '**東亞銀行即時通訊助手**', enter our '**Mini Program**'.

3 After reading the Terms and Conditions, tap the **"I Agree"** button.

4 Start chatting with your Relationship Manager.

FAQ

What is BEA RM Chat?

- "BEA RM Chat allows you to contact your Relationship Manager through your WhatsApp / WeChat Communication Applications

Who can use this service?

- You can use this service if you are a SupremeGold Private or SupremeGold customer (except Cross-Boundary Wealth Management Connect customers). To get started, please contact your Relationship Manager
- To Chat with us using WhatsApp or WeChat, you need to download the relevant applications via the app store on your mobile device
- You will also need to have a valid mobile number in BEA records

What services can be provided?

- You can use this service to ask general questions or to make an appointment with your Relationship Manager
- Do not provide any personal information, your bank account information or any instruction via BEA RM Chat

What are the service hours?

- The Service hours for BEA RM Chat are Monday – Friday 9 a.m. to 5 p.m. (Except Public Holidays)
- Outside of these hours, the following 24-hour service channels are available if you need immediate assistance:
  - BEA Mobile
  - BEA Online
  - SupremeGold Private Hotline: (852) 2211 1188
  - SupremeGold Hotline: (852) 2211 1122

What Chat Functions are there?

- Only text messages are provided at the moment
- Only 1-1 conversations between you and your Relationship Manager are provided at the moment

What should I aware of when using BEA RM Chat?

- You should always stay cautious when using any e-channel service, detail please refer to our Security Tips website