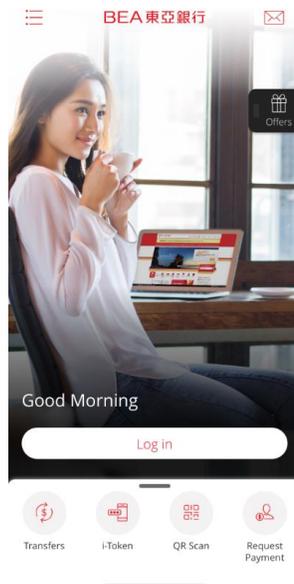


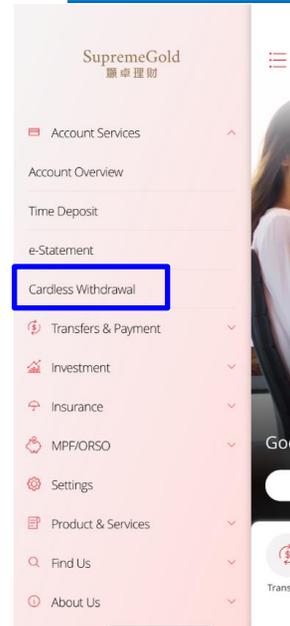
UnionPay QRC Withdrawal Service Demonstration

Set up a withdrawal instruction

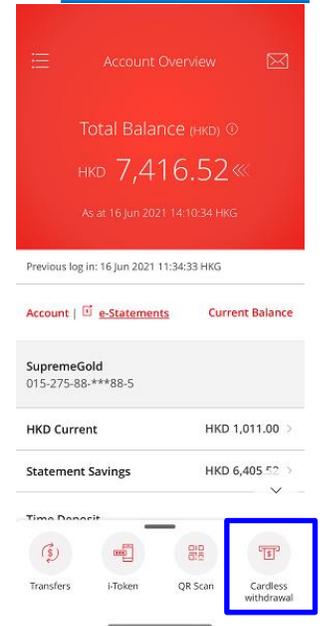
1. Log in to the BEA App, then to go “Cardless Withdrawal” using Method 1 or Method 2.



Method 1 From side menu

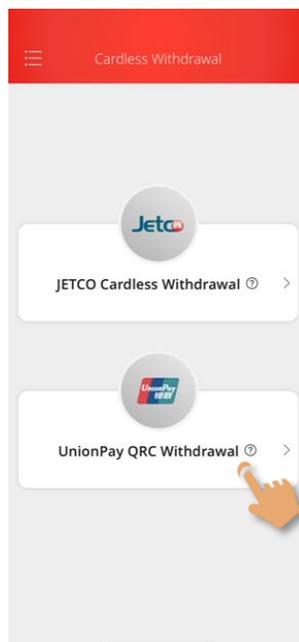


Method 2 From lower menu



*You can customise shortcuts to bank services in the lower menu.

2. On the landing screen, you'll see the logos of network providers. Please tap “UnionPay QRC Withdrawal”.



3. Register for “Unionpay QRC withdrawal” if this is your first time using the service.

Acknowledge the “Important Notes” and “Terms & Conditions”. Then authenticate with an SMS one-time password or i-Token authentication (using biometric authentication or your i-Token PIN).



UnionPay QRC Withdrawal

Service name
UnionPay QRC Withdrawal

Your email address (for notification)
lui***@hkbea.com

Important Notes

- 1.This service is available in Hong Kong/Mainland China/Macau.
- 2.The daily cash withdrawal limit of your ATM card will be shared with UnionPay QRC withdrawal.
- 3.Different banks will have different maximum ATM withdrawal amounts.

Terms and Conditions for UnionPay QRC Withdrawal

In consideration of The Bank of East Asia, Limited 東亞銀行有限公司 (“BEA” or the “Bank”) agreeing to provide UnionPay QRC Withdrawal service (the “Service”) through different electronic delivery channels including

I confirm that I have read and understood the important notes and Terms and Conditions for UnionPay QRC Withdrawal and agree to be bound by them.

Next



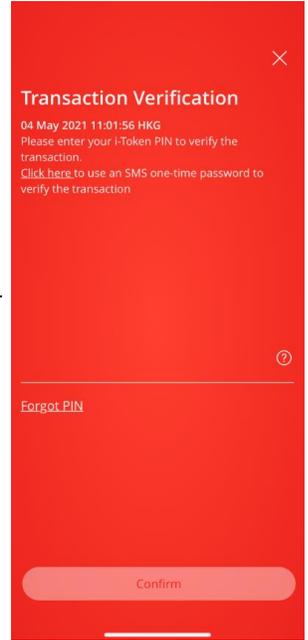
OTP Verification

Please enter the one-time password (OTP) sent to your registered mobile no. (852) 94****76

Sent at 14:33 (98s remaining) [Resend OTP](#)

Next

OR



Transaction Verification

04 May 2021 11:01:56 HKG

Please enter your i-Token PIN to verify the transaction.

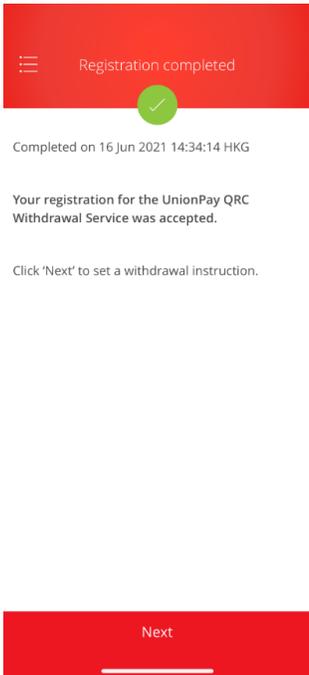
[Click here](#) to use an SMS one-time password to verify the transaction

Forgot PIN

Confirm

Once you’re registered, you’ll receive an SMS and email notification.

Please tap “Next” to set a withdrawal instruction.



Registration completed

Completed on 16 Jun 2021 14:34:14 HKG

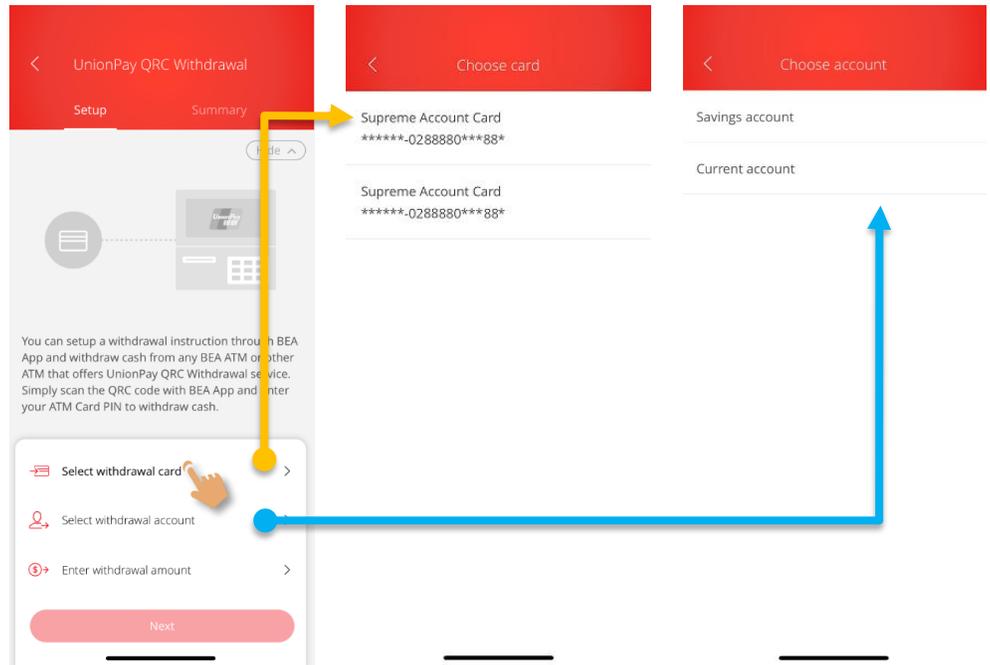
Your registration for the UnionPay QRC Withdrawal Service was accepted.

Click 'Next' to set a withdrawal instruction.

Next

4. Choose a withdrawal card and withdrawal account.

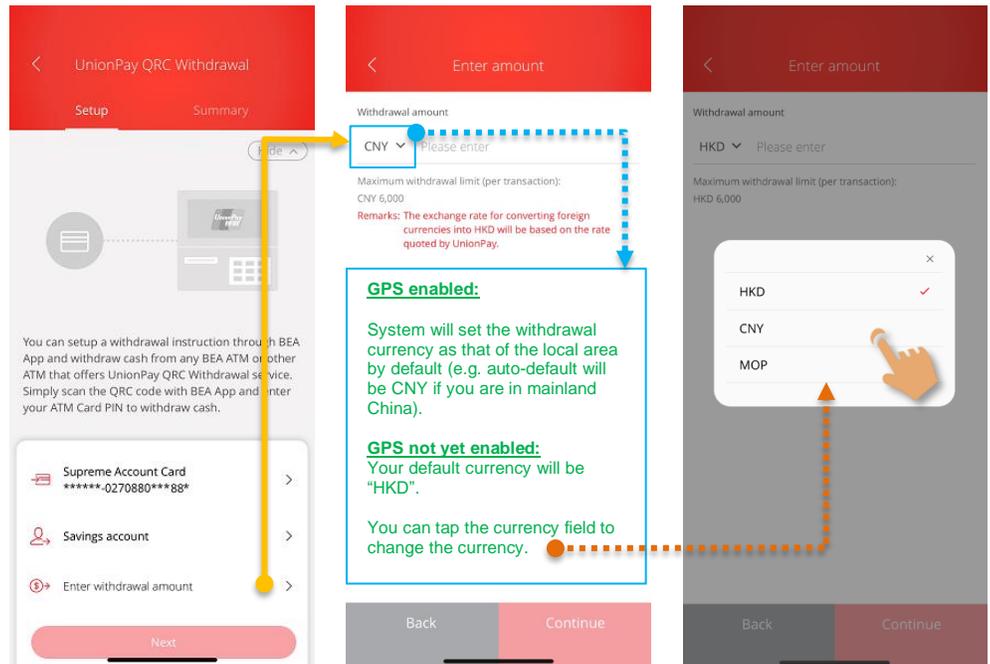
(All linked ATM cards and details will be shown on the "Setup" screen.)



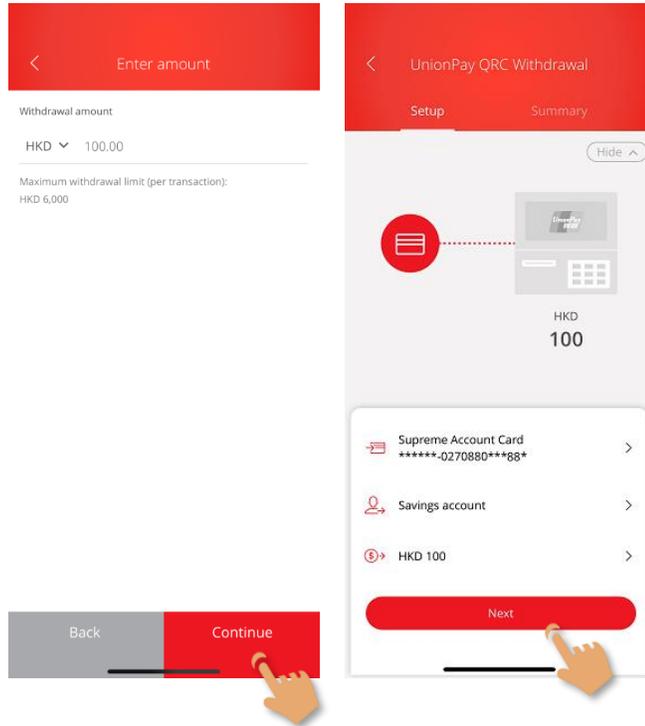
5. Select a currency and enter an amount.

*If you've enabled GPS, the system will by default select the withdrawal currency as that of the local area (e.g. auto-default to CNY if you are in Mainland China). If you have not enabled GPS, your default will always be HKD.

You can choose another withdrawal currency if necessary.

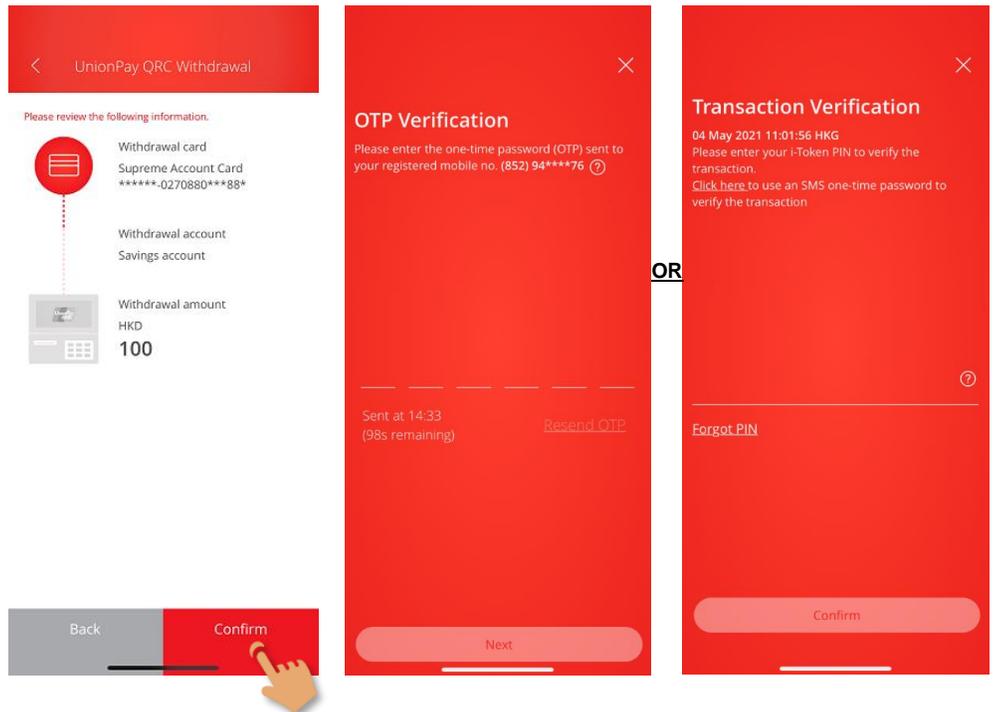


6. Verify the withdrawal currency and amount, tap “Continue”, then tap “Next”.



7. Verify and confirm the withdrawal details, then tap “Confirm”.

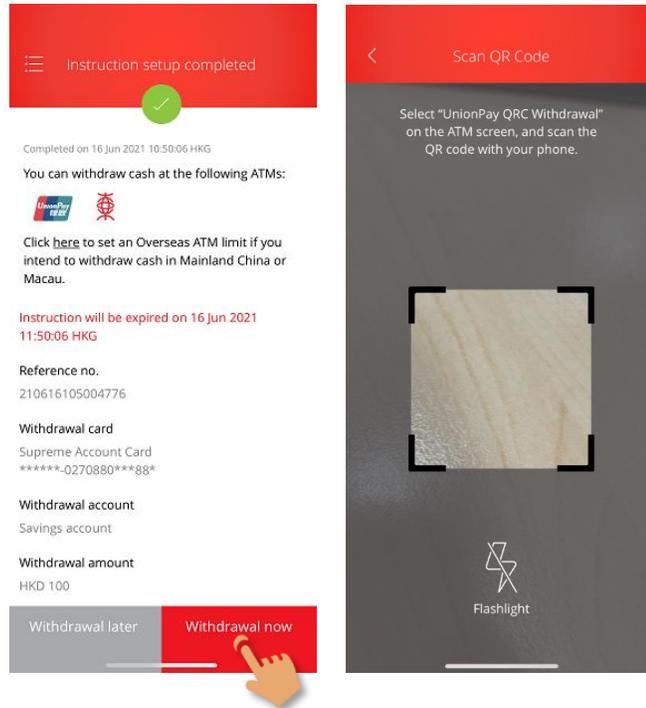
Authenticate with an SMS one-time password or i-Token authentication (biometric authentication or your i-Token PIN).



Withdrawal now

8. After the instruction is set, tap “Withdrawal now” and scan the QR code to withdraw cash from any ATM (including BEA ATMs) which offers the UnionPay QRC Withdrawal service.

You can also tap “Withdrawal later” to withdraw cash within 60 minutes.



9. Press any key on the keyboard of a BEA ATM to start a cardless transaction.



10. Select "UNIONPAY QRC WITHDRAWAL".



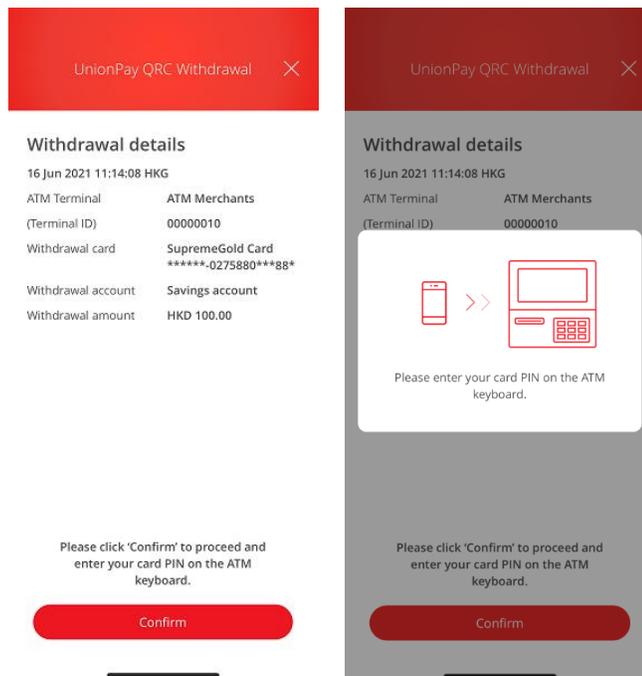
11. See the values of banknote and the maximum amount available per withdrawal. Press "YES" to continue.



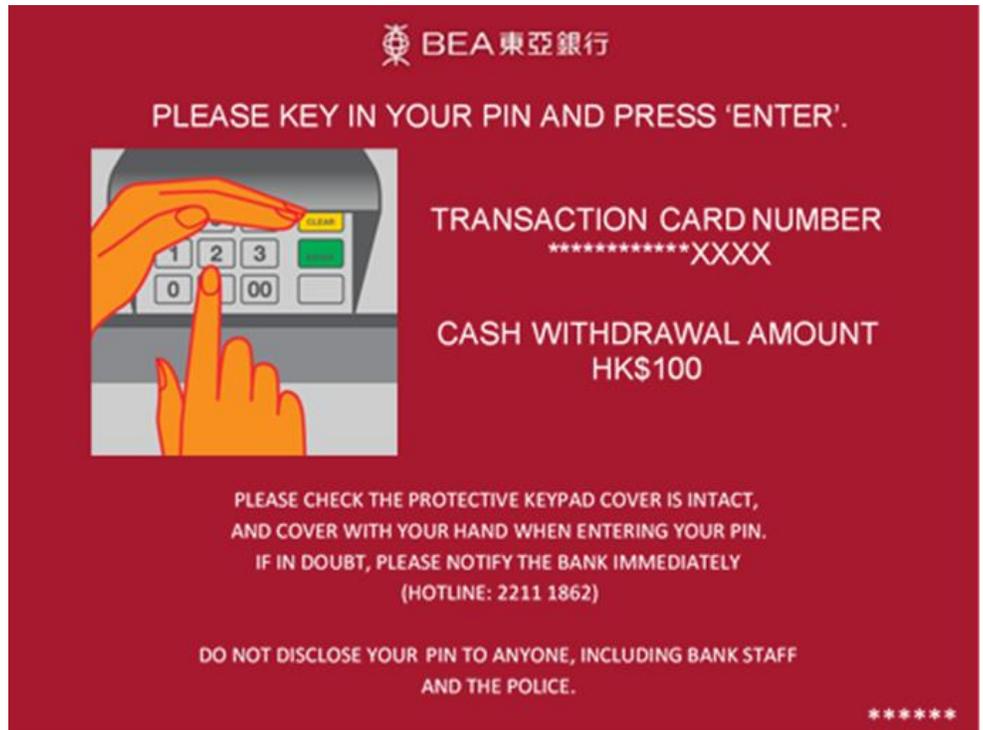
- 12. Use the BEA App to scan the QR code displayed on the ATM screen.



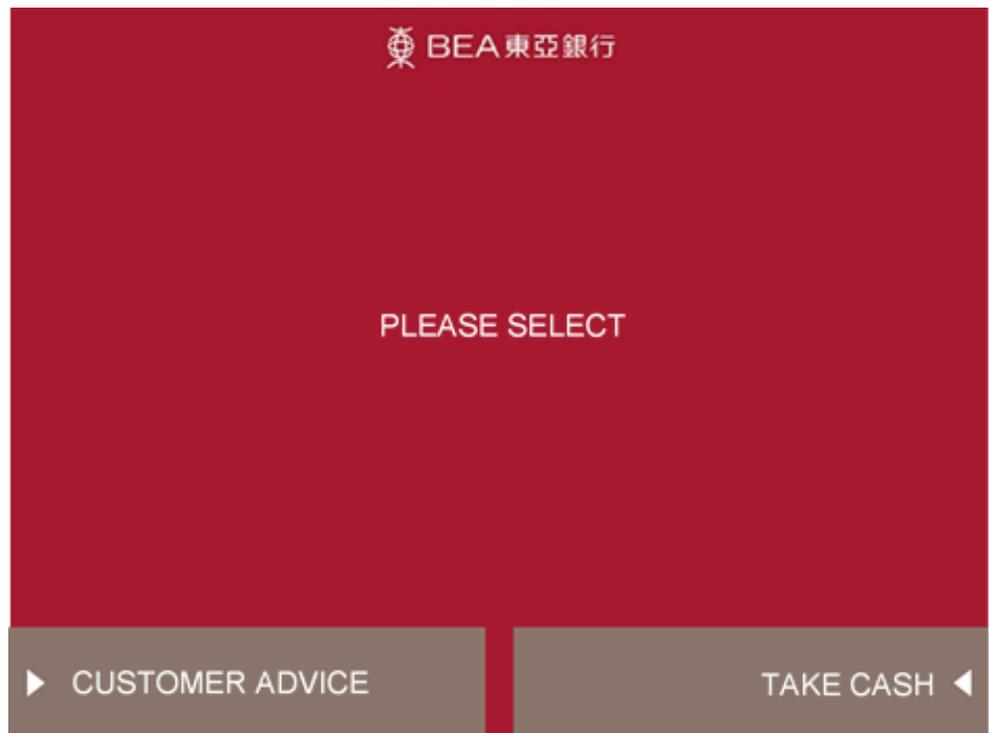
- 13. Verify the withdrawal details and tap "Confirm" in the BEA App. It will then prompt you to enter your Card PIN into the ATM.



14. Confirm the withdrawal information on your ATM screen, enter your Card PIN, and press “ENTER”.

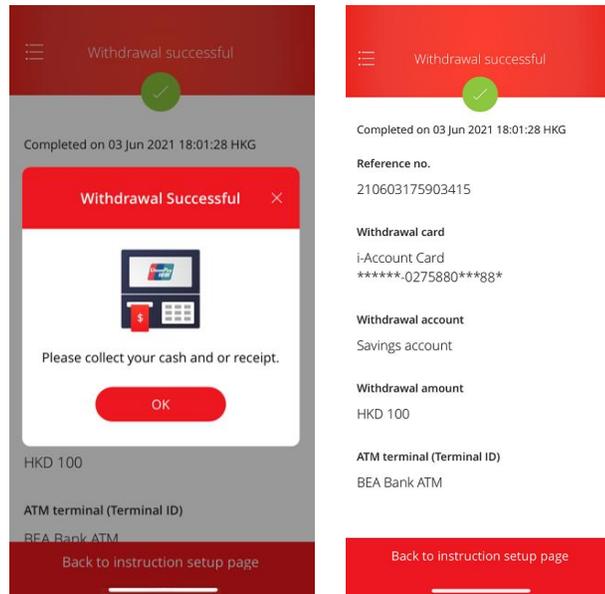


15. Choose “CUSTOMER ADVICE” to print a customer advice slip if necessary, or choose “TAKE CASH” to take the cash directly.

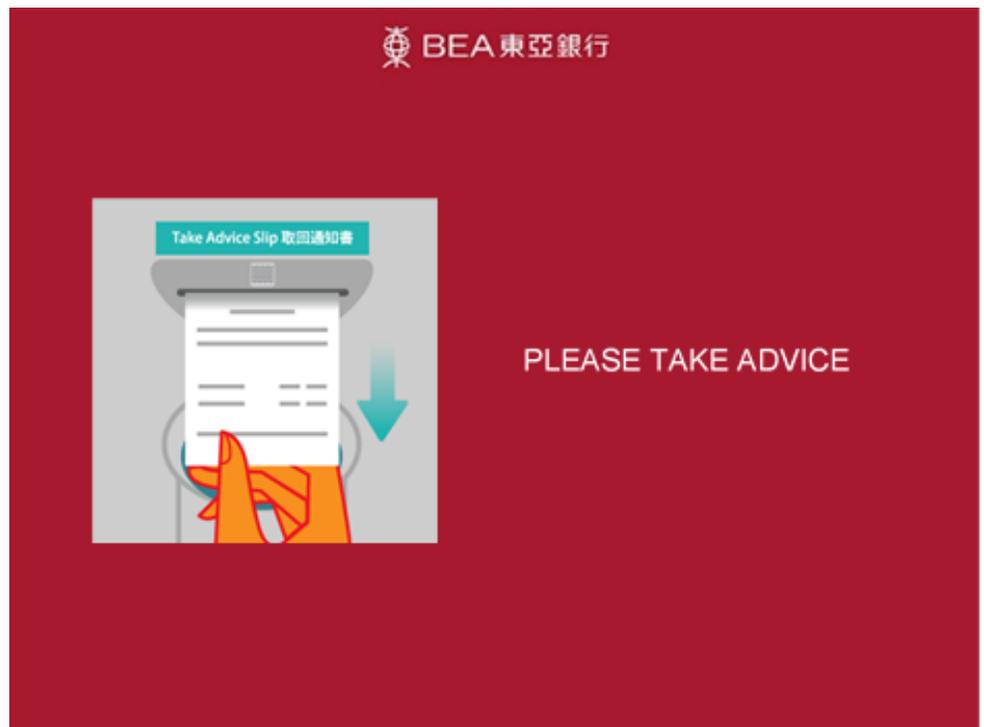


16. A completion message with withdrawal details will be displayed in the BEA app.

After the transaction is completed, you can view the transaction reference no. and withdrawal details. You will also receive an email notification.



17. Take your customer advice slip (if any).



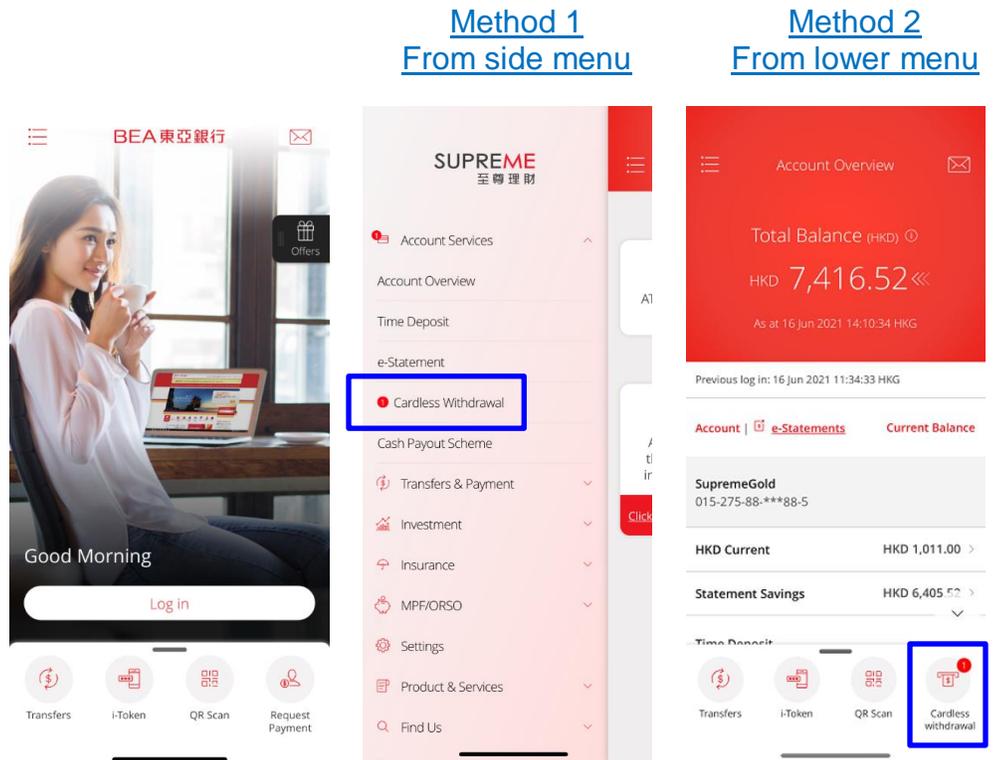
18. Withdraw the designated amount.



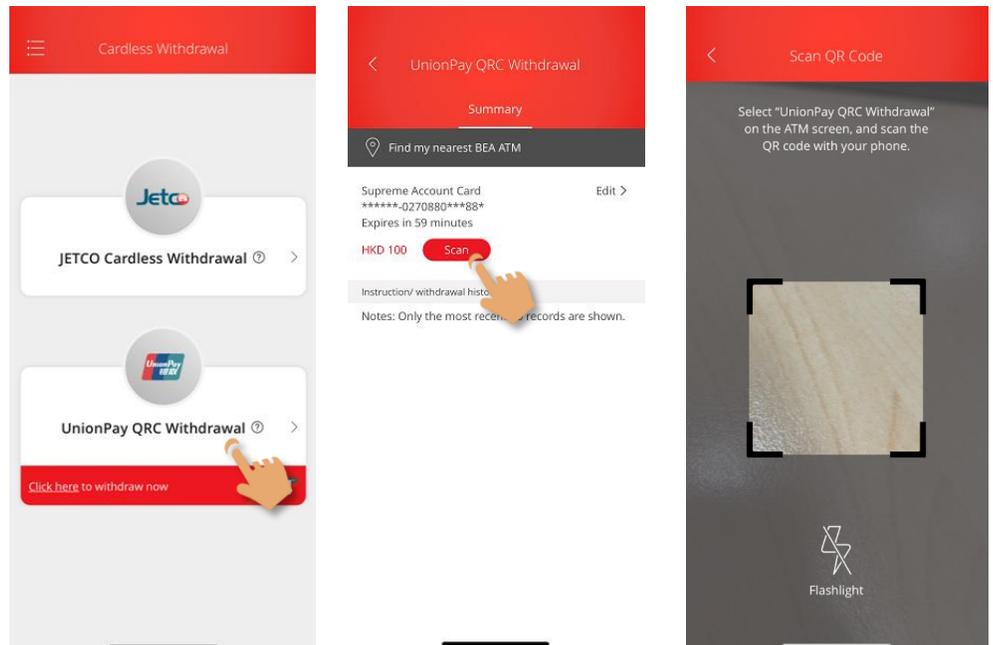
Withdraw later

You can also choose to withdraw cash within 60 minutes of setting up a withdrawal instruction.

1. Log in to the BEA App, then go to “Cardless Withdrawal” using Method 1 or Method 2.



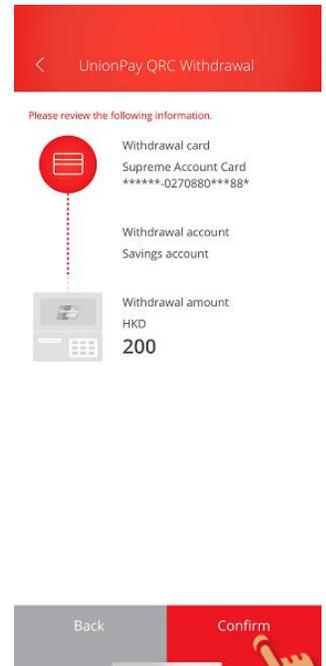
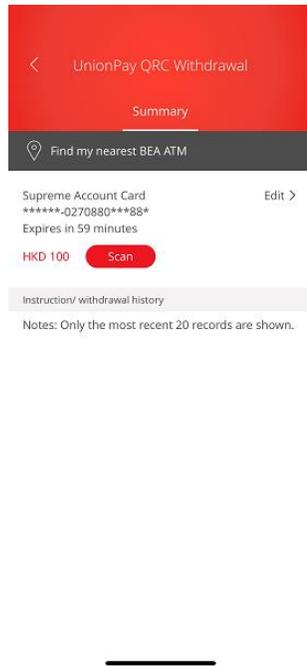
2. If you have set an instruction, tap “Click [here](#) to withdraw now” on the service selection screen.
3. You can also tap “Scan” on the service summary screen to withdraw cash from any BEA ATM or other ATM that offers the UnionPay QRC Withdrawal service.
4. For the rest of steps, please follow step 9-18 in P.5-10.



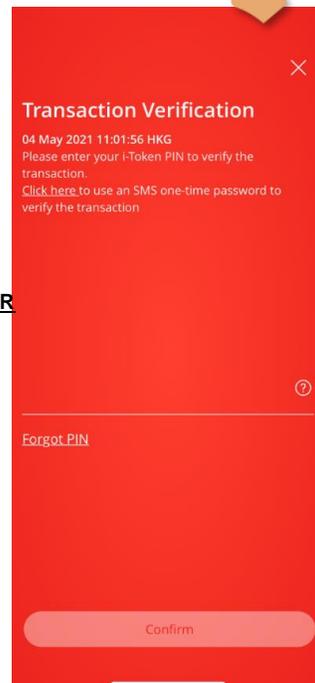
Edit withdrawal instruction

1. Tap "Edit" to edit a pending instruction. You can change the withdrawal card, account, and/or amount. Then tap "Next".

Verify and confirm the withdrawal details and tap "Confirm".



2. Authenticate with an SMS one-time password or i-Token authentication (using biometric authentication or your i-Token PIN).

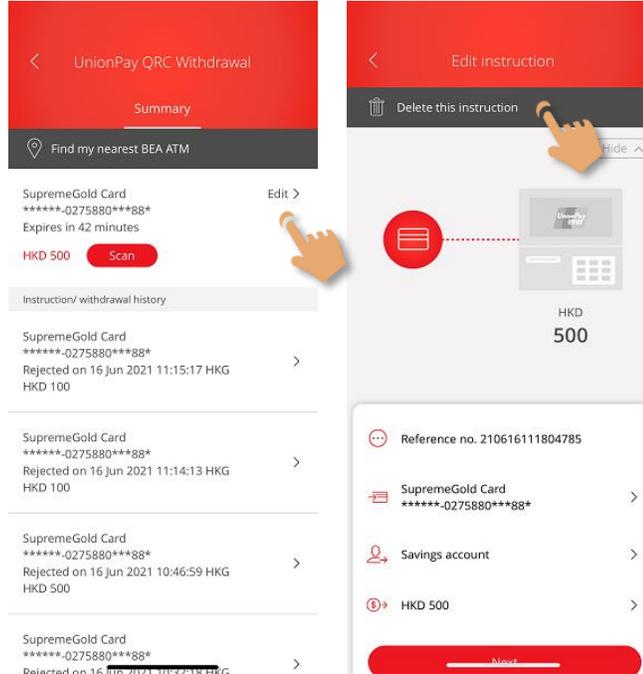


3. The new withdrawal details will be displayed once the transaction is updated. An email notification will be sent to you at the same time.

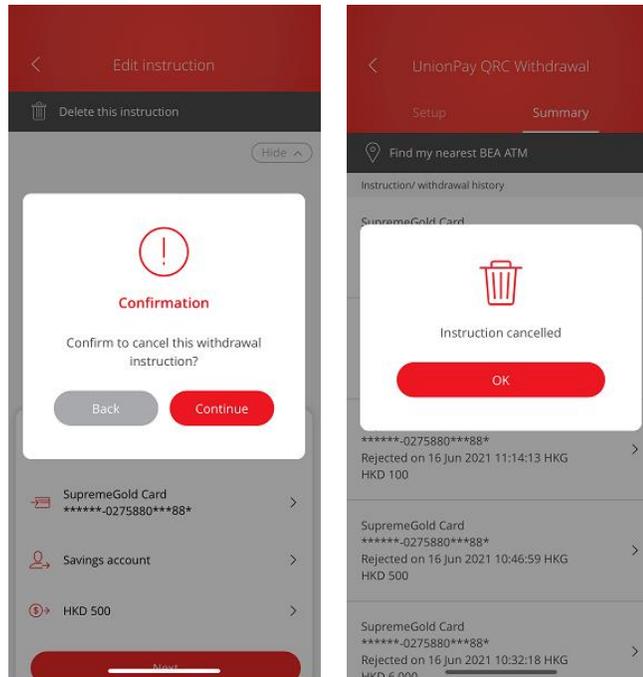
OR

Delete withdrawal instruction

1. Tap "Edit", then tap "Delete this instruction".



2. Tap "Continue" to cancel the withdrawal instruction. The instruction is then cancelled.



See your withdrawal instructions and other transaction history

1. You can view your withdrawal instructions and other transaction history (last 20 records) in the “Summary” screen.

Tap “>” for more details about a particular transaction.

