

**BEA introduce facilitative measures to assist customers  
manage mainland bank account issues**

Considering some Hong Kong customers are not able to visit The Bank of East Asia (China) Limited (“BEA China”) branches on the mainland in person to resolve bank account issues under the pandemic, BEA introduces the following facilitative measures to assist customers to remotely manage issues related to their mainland bank account. These measures help ensure a seamless experience of the BEA’s convenient cross-boundary banking services.

Customers could submit the following services request upon completion of attestation in BEA Hong Kong designated branches:

- 1. Update of Home Travel Permit’s validity period;**
- 2. Update of personal information (e.g. mobile number);**
- 3. Reset of Cyberbanking, mobile banking and bank card PIN;**
- 4. Reactivate of dormant accounts; and**
- 5. Reset U-key (Token)**

15 designated branches to provide attestation service as facilitative measure:

District	Branch	Address
Hong Kong Island	Main Branch	10 Des Voeux Road Central, Central
	Causeway Bay	1/F, Ying Kong Mansion, 2-6 Yee Wo Street, Causeway Bay
	North Point	G/F, 326-328 King's Road, North Point
	BEA Harbour View Centre	Shop 1, G/F, Bank of East Asia Harbour View Centre, 56 Gloucester Road, Wanchai
	Queen’s Road Central	G/F, 162 Queen’s Road Central, Central
Kowloon	Ma Tau Wai	G/F, Loong King Mansion, 23-27 Ma Tau Wai Road, Hung Hom
	Tsim Sha Tsui	1/F Carnarvon Plaza, 20 Carnarvon Road, Tsim Sha Tsui
	Mongkok	B/F - M/F, 638-640 Nathan Road, Mongkok
	Millennium City 5	Shop 1, G/F, Millennium City 5, 418 Kwun Tong Road, Kwun Tong
New Territories	Shatin Plaza	Shop 3 - 4, Level 1, Shatin Plaza, 21-27 Shatin Centre Street, Shatin
	Sheung Shui	Shop 1015-19, L1, Sheung Shui Centre Shopping Arcade, 3 Chi Cheong Road, Sheung Shui
	Tai Po	Shop 4, G/F, Luen Fung Building, 62-70 Po Heung Street, Tai Po
	Yuen Long	G/F, 77 Castle Peak Road, Yuen Long
	Tuen Mun Town Plaza	Shop 2-3, UG/F, Tuen Mun Town Plaza Phase II, 3 Tuen Lung Street, Tuen Mun
	Tsuen Wan Sha Tsui Road	Shop 5, G/F, Chung On Building, 297-313 Sha Tsui Road, Tsuen Wan

For other relevant details, please call the customer service hotline 852 3608 3007 or 86 20 83963109 for enquiries.

Remarks:

BEA China, a wholly-owned subsidiary bank of BEA Hong Kong, was incorporated in the People's Republic of China and is not an authorised institution under the Hong Kong Banking Ordinance and is not subject to the supervision of the Hong Kong Monetary Authority. BEA China cannot carry on any banking business or business of taking deposits in Hong Kong. BEA Hong Kong is providing attestation service of facilitative measures only at customers' request, assisting customer to apply relevant services in BEA China. BEA Hong Kong is not involved in any decision-making in relation to the service application. The application will only be concluded by acceptance of this documentation in BEA China.

**The Bank of East Asia, Limited**

**29 November 2022**