

**BEA introduces facilitative measures to assist customers
to remotely manage the issues related to their Hong Kong bank accounts**

Considering some customers outside Hong Kong are not able to visit the branches of The Bank of East Asia, Limited (The “Bank”) in person to resolve the bank account issues under the pandemic, the Bank introduces the following facilitative measures to assist customers to remotely manage the issues related to their Hong Kong bank accounts.

The Bank will arrange attestation service via the branches of The Bank of East Asia (China) Limited, our Overseas branches and Representative Offices. The attestation services include:

1. Reactivation of dormant accounts; and
2. Update of customer information

For the related details, please call our Customer Service Hotline at 852 2211 1333.

The Bank of East Asia, Limited
29 December 2022