

## **Notice to Customers on Making Payments to/Receiving Payments from Third Parties**

In order to enhance our customer experience, the Bank has instituted established good practices in handling requests from customers (“Transferors”)<sup>1</sup> for the return of payments made to third parties (“Transferees”)<sup>2</sup> by mistake (“Mis-Transfer of Funds”)<sup>3</sup>.

- **Notice to “Transferors” and “Transferees”:**

1. Transferors: When making payments to third parties, Transferors are advised to provide accurate information and are reminded to be careful to avoid errors.
2. Transferees: If mis-transferred funds are received, Transferees are advised to promptly authorise the Bank to return the funds in question; otherwise, there is the potential for criminal liability.

- **How to Report a Mis-Transfer of Funds:**

1. Visit a BEA branch directly and request the “Mis-Transfer of Funds – Refund Request Form”. Complete and submit the form with the required documents.
2. Download the “Mis-Transfer of Funds – Refund Request Form” from the following webpage, and submit it with the required documents by post or directly to any BEA branch in Hong Kong:

<https://www.hkbea.com/html/en/bea-application-forms.html>

- **Next Steps for Transferor’s Mis-Transfer of Funds:**

Upon receipt of a completed “Mis-Transfer of Funds - Refund Request Form”, the Bank will provide the Transferor with:

1. a written acknowledgement by mail or e-mail by the next working day.
2. a final written response by mail or email within 20 working days.

### **Remarks**

<sup>1</sup> Customers who have made payments to a third party.

<sup>2</sup> The party to whom the Transferor has made the payment(s).

<sup>3</sup> This practice is not applicable to certain transactions/cases, including but not limited to payments transfer outside Hong Kong (e.g. cross-border remittances), suspicious fraud cases, disputes, chargeback schemes, Mis-Transfer of Funds to accounts under same merchant for bill payment.

### **Disclaimers**

The information contained in this document is for general information purposes only and is subject to change from time to time without prior notice.