



Dear Customer,

Re: Notice of exemption to passbook related bank charges for specific types of customers

The Bank will exempt its passbook related bank charges for specific types of customers starting from 20<sup>th</sup> July, 2026 as listed below:

**Exempted Charge Items**

Category	Charge per item
<b>Deposit Services</b>	
1. Report loss of passbook or chop <sup>1</sup>	HK\$100 (or its equivalent in other currencies)
2. Passbook damaged <sup>1</sup>	HK\$100 (or its equivalent in other currencies)

<sup>1</sup>Charge will be waived for the following customers: accounts of minors (aged below 18) and senior citizens (aged 65 or above), the designated accounts of recipients under the Comprehensive Social Security Assistance Scheme/Social Security Allowance Scheme (including Old Age Allowance, Normal Disability Allowance, Higher Disability Allowance, and Old Age Living Allowance) (must provide relevant documents), the designated accounts of low-income earners (must apply for the fee waiver at a branch), joint accounts in which one of the account holders is related to any of the above, accounts of the HK government and non-profit making organisations.

**Notes:**

- For more details of the charges listed above, please refer to the Bank Charges Guidebook or visit [www.hkbea.com](http://www.hkbea.com) (Home>Personal Banking>Bank Charges> Notice of exemption to passbook related bank charges for specific types of customers).
- The above changes shall be binding on customers if customers continue using the services or retain their account(s) with The Bank of East Asia, Limited ("BEA") on or after 20<sup>th</sup> July 2026. BEA may not be able to continue providing services to you if you do not accept the above changes.
- Should there be any discrepancy between the English and the Chinese versions of this notice, the English version shall apply and prevail.

Enquiry Hotline: 2211 1333

Website:[www.hkbea.com](http://www.hkbea.com)

Yours faithfully,  
The Bank of East Asia, Limited