

BEA Corporate Online Service Hours

All hours expressed below are in Hong Kong time (HKT). The same applies to all expressions of time in all screens, such as account balance details.

Account/Service	Service Hours
Account Enquiry¹ /Time Deposit Account (Deposit Enquiry)	24 hours
Change of PIN	24 hours
Local Fund Transfer between BEA Accounts (Same currency)⁵	24 hours
Local Fund Transfer with foreign currency exchange between BEA Accounts (Except CNY)⁵	Mon – Fri*: 09:00 - 20:30 Sat*: 09:00 - 13:00
Local Fund Transfer with CNY exchange between BEA Accounts	Mon – Fri*: 09:00 - 17:00 Sat*: 09:00 - 13:00
Fund Transfer to BEA Account in China²	Mon – Fri*: 09:00 - 15:00
Bill Payments³	24 hours
e-Direct Debit Authorisation	24 hours
Time Deposit - Deposit Enquiry ¹ - HKD Placement and Uplift - FCY Placement and Uplift - Add or Edit Maturity Instruction	24 hours Mon – Sat*: 09:00 - 19:00 Mon – Fri*: 09:00 - 19:00 Mon – Sat*: 09:00 - 19:00
Telegraphic Transfer (HKD and Foreign Currencies)⁵	Mon – Fri*: 09:00 - 17:00
Telegraphic Transfer (CNY)⁵	Mon – Fri*: 09:00 - 16:00
Transfer to other banks in Hong Kong (by FPS)^{4 5}	24 hours
Transfer to other banks in Hong Kong (by CHATS)⁵	Mon – Fri*: 09:00 - 16:30
Payroll and Auto-pay - HKD - CNY	Mon – Sat: 09:00 - 19:00 Mon – Fri: 09:00 - 19:00
Collection - HKD - CNY	Mon – Sat: 09:00 - 18:00 Mon – Fri: 09:00 - 18:00
Statement Request - HKD Current - USD Current - RMB Current - Multi-currency Statement Savings	24 hours

Cheque Status Enquiry	Mon – Sat: 09:00 - 23:00
Cheque Book Request - HKD Current	24 hours
Cheque Book Request - USD Current - RMB Current	Mon – Fri: 09:00 - 19:00 Sat: 09:00 - 13:00
Stop Cheque Request	Mon – Fri: 09:00 - 19:00 Sat: 09:00 -13:00

* Service hours may vary, subject to routine maintenance or other events. The Bank reserves the right to change the schedule without prior notice. For investment related enquiries during office hours, please call 2211 1311. For BEA Corporate Online enquiries during office hours, please call 2211 1321.

Note:

1. For newly added related accounts, the updated balance enquiry will be effective on the next day.
2. The Fund Transfer service to BEA accounts in China is only available on dates that are working days in both Chinese Mainland and Hong Kong.
3. Bill payments will be processed:
 - i. on the next working day if the transaction is completed after 16:00 on Monday to Thursday;
 - ii. on the first working day of the next week if the transaction is completed after 16:00 on a Friday, on a Saturday/Sunday/public holiday; or
 - iii. on the next working day when Typhoon Signal No.8 or higher or a Black Rainstorm warning is in effect for whole day or still in effective after 12:00 noon.

There is no clearing/settlement on a Saturday/Sunday/public holiday or any other day which is not a working day.
4. For Fund Transfers to other banks in Hong Kong (by FPS), if the amount exceeds HK\$5,000,000 or CNY1,000,000, the Bank will process the transaction through CHATS. However, if such a transaction is made after CHATS service hours, it will be set as a scheduled instruction and processed on the next working day.
5. Above service hours are applicable only for Pay Now Transaction, scheduled instructions are available on working days only.

* Except on a Hong Kong public holiday, or when a Typhoon Signal No.8 or higher or Black Rainstorm warning is in effect.