BEA Corporate Online

Customer Services Authentication – Security Settings

This document is produced by The Bank of East Asia, Limited ("BEA"). It is intended to serve as a general guideline for use of our BEA Corporate Online services. While every effort has been made to ensure accuracy, BEA makes no representation or warranty, express, implied, or statutory, with respect to, and assumes no responsibility for, the accuracy, completeness, sufficiency, or usefulness of the information contained herein.

The Bank of East Asia, Limited

Contents

1. Set Security Questions - Create 3
2. Set Security Questions – Edit 7
3. Change Login PIN 11
4. Change Signer PIN 14
5. Forgot Login PIN 17
6. Request Reset PIN 22

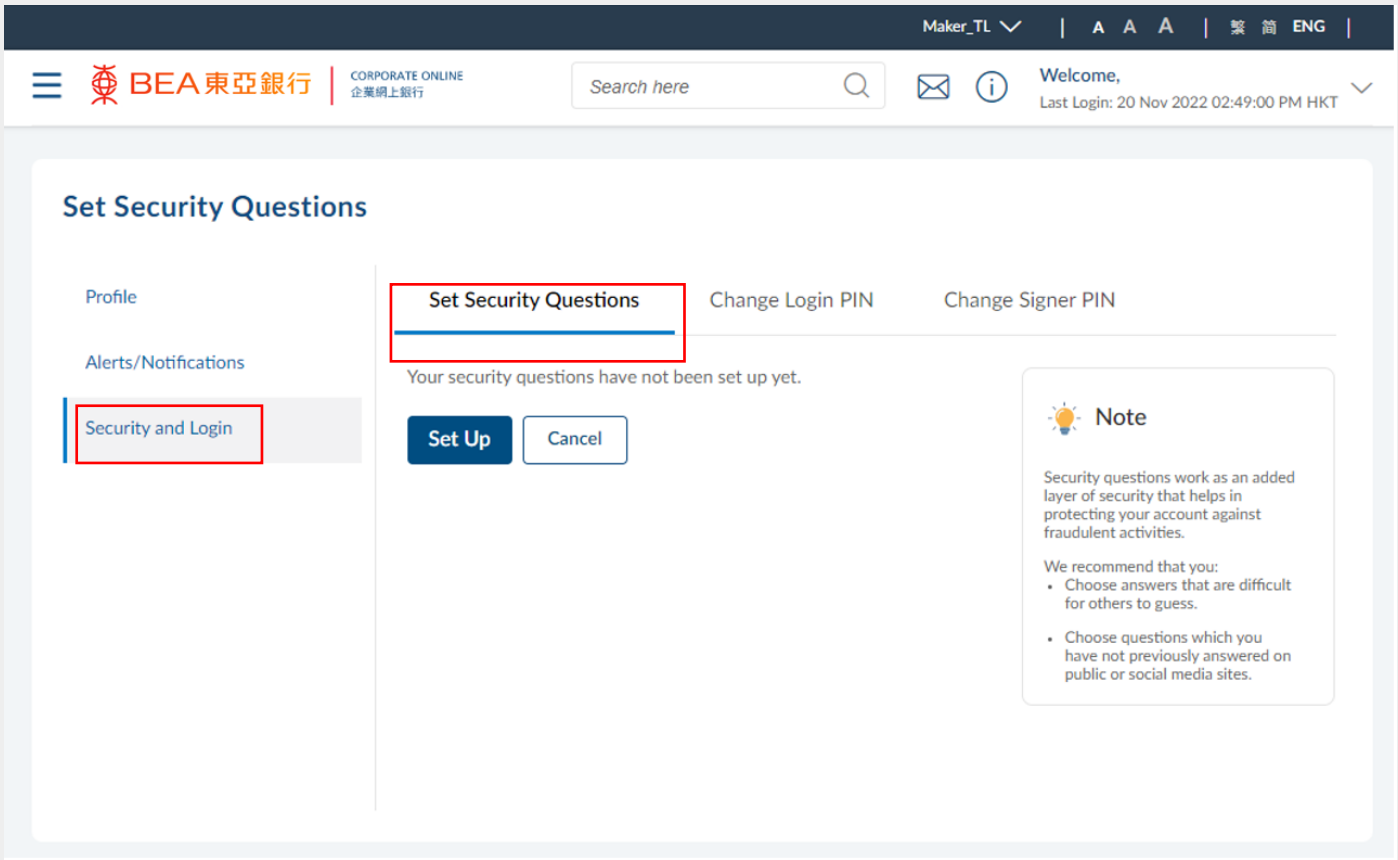
1. Set Security Questions - Create

Users can set up security questions for the use of forgot Login PIN.

How to get there

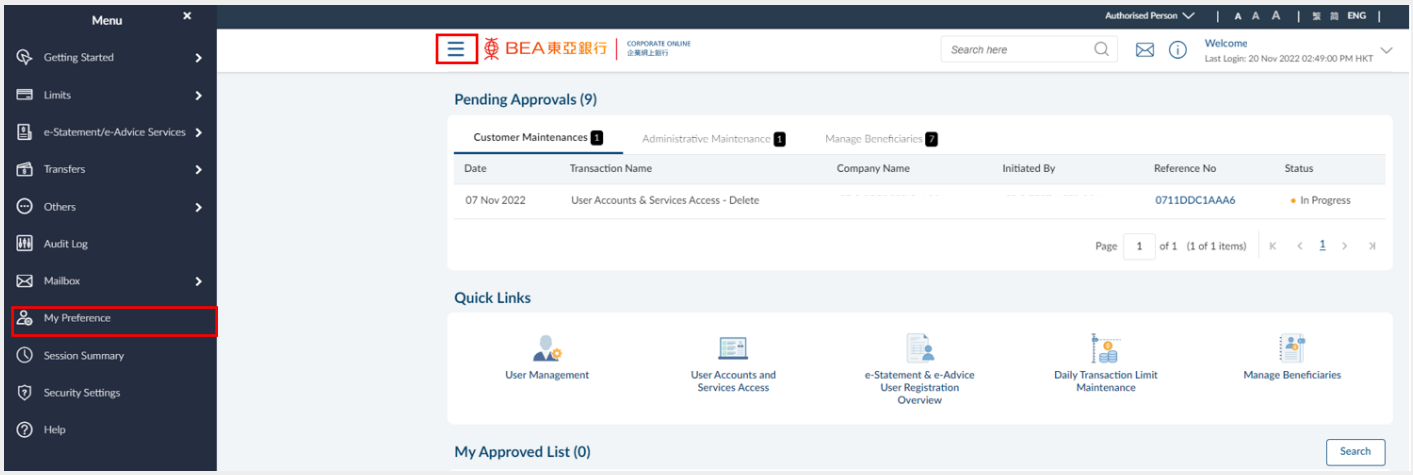
Maker / Approver

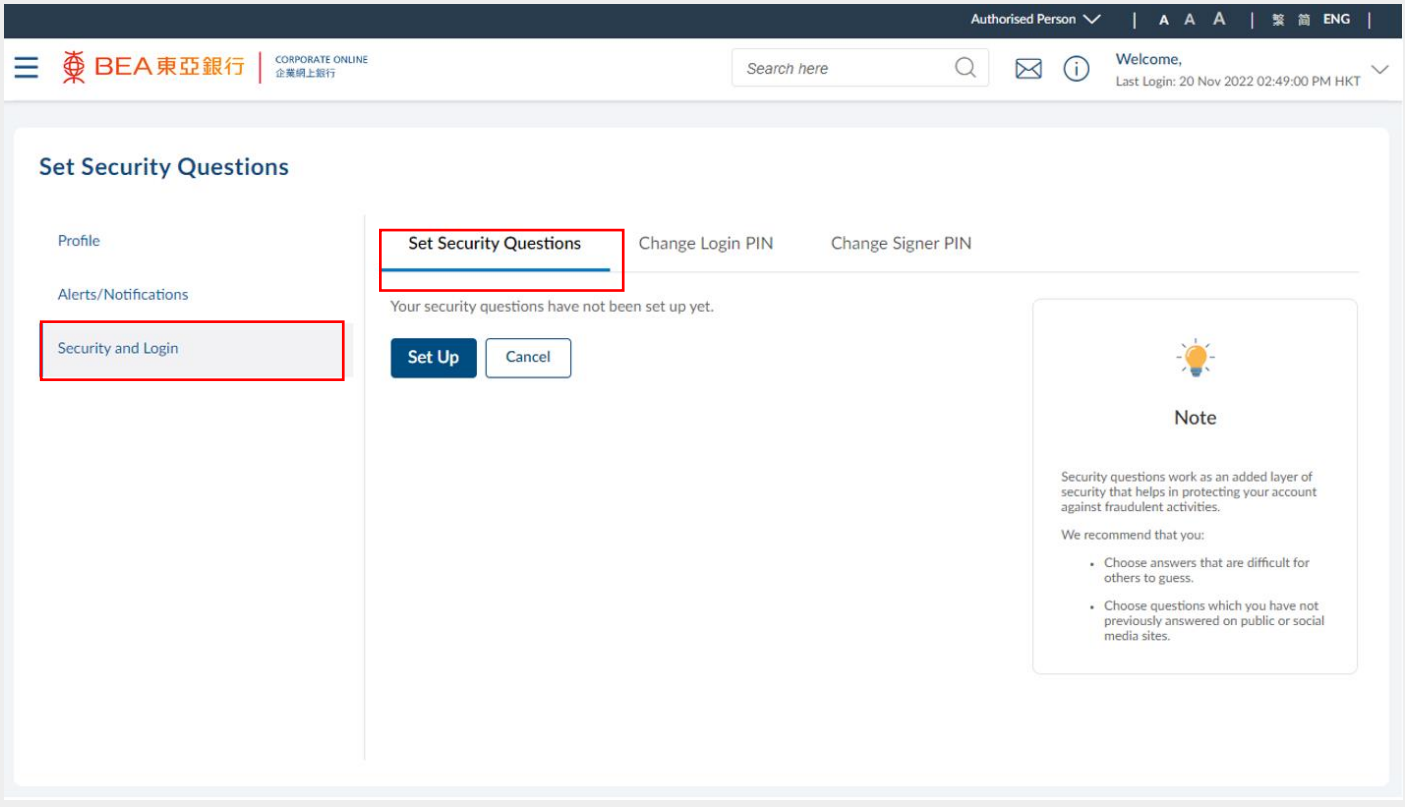
Menu > Account Settings > My Preference > Security and Login > Set Security Questions



Authorised Person / System Administrator

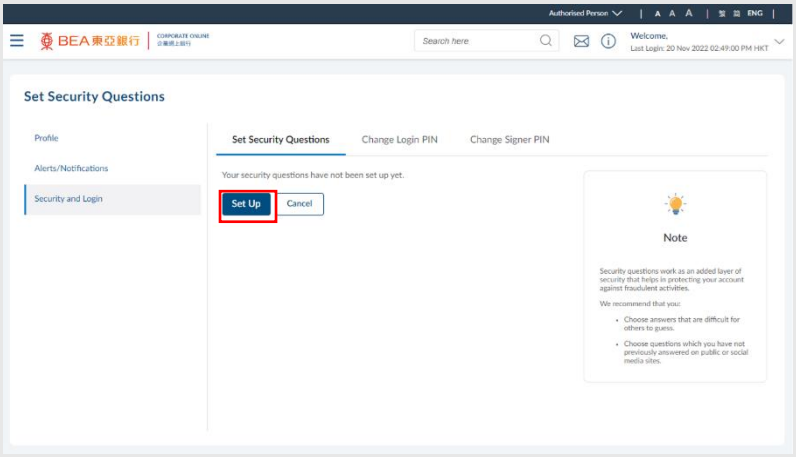
Menu > My Preference > Security and Login > Set Security Questions





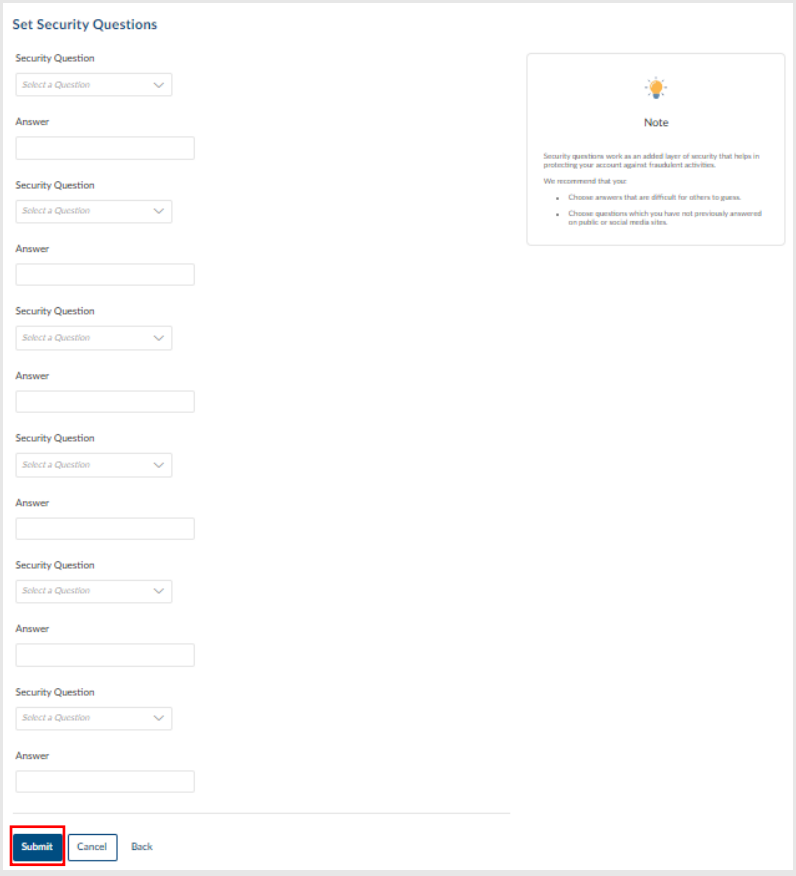
Step 01 Initiate

1. Click on “Set Up”.



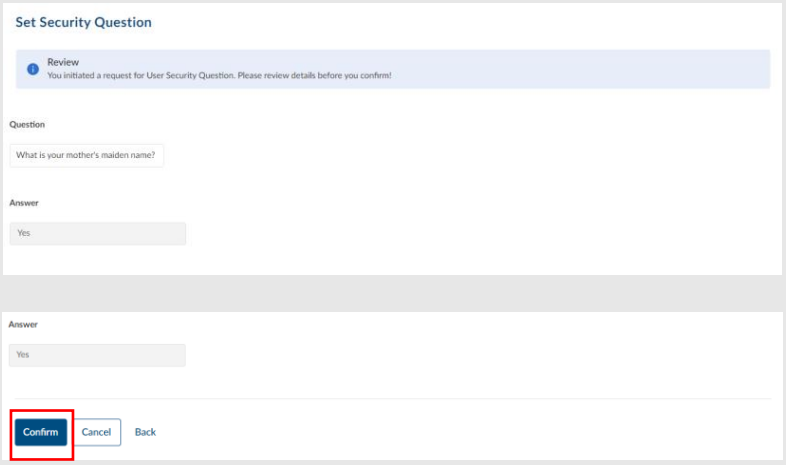
Step 02 Select Questions

1. Select 6 questions to answer.
2. Enter the answers below the corresponding questions (max. 6 questions).
3. Click on “Submit”.



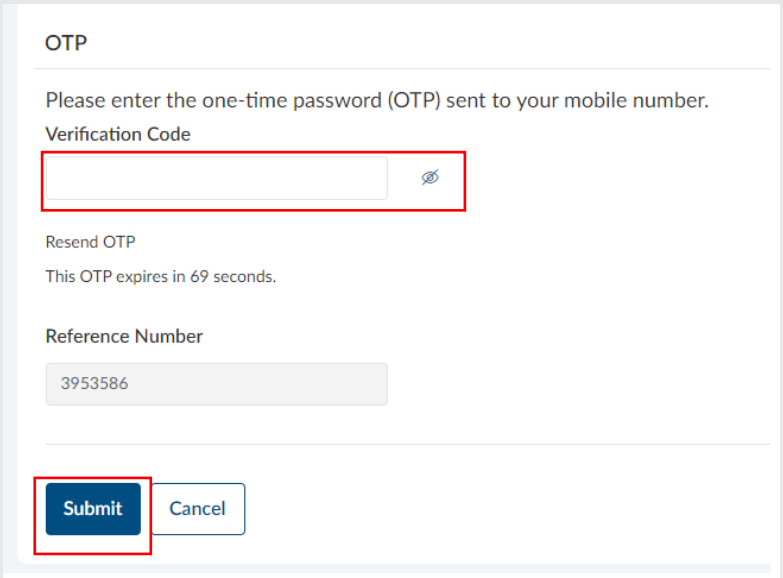
Step 03 Verify

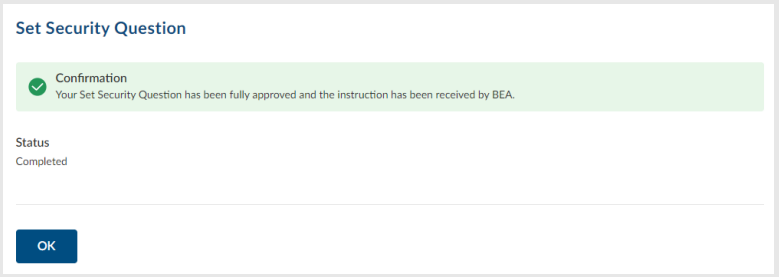
1. Review the request and click on “Confirm”.



Step 04 Successful Submission

1. System will send a One-time Password (OTP) to user’s registered mobile number
2. Enter OTP and click on “Submit” to complete.





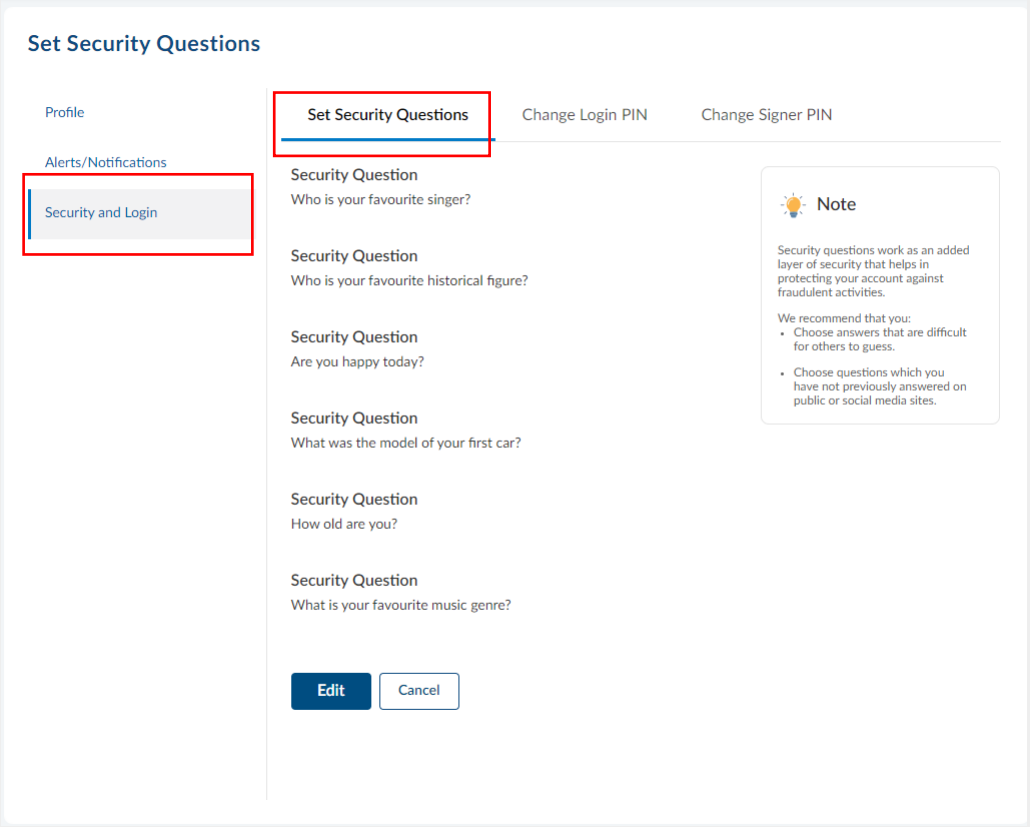
2. Set Security Questions – Edit

Users can edit their existing security questions.

How to get there

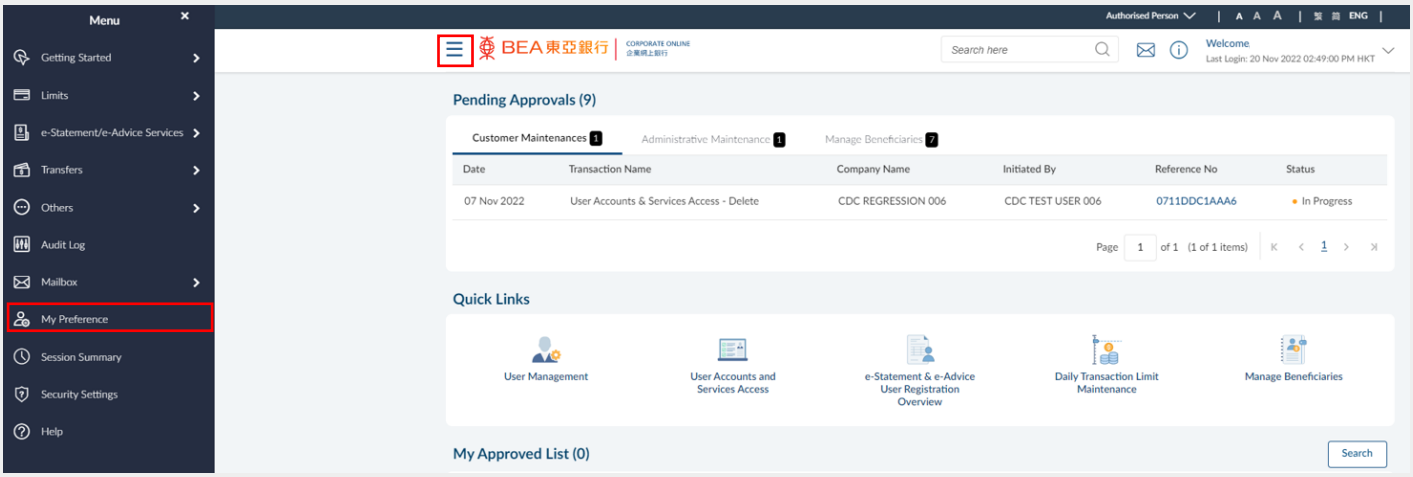
Maker / Approver

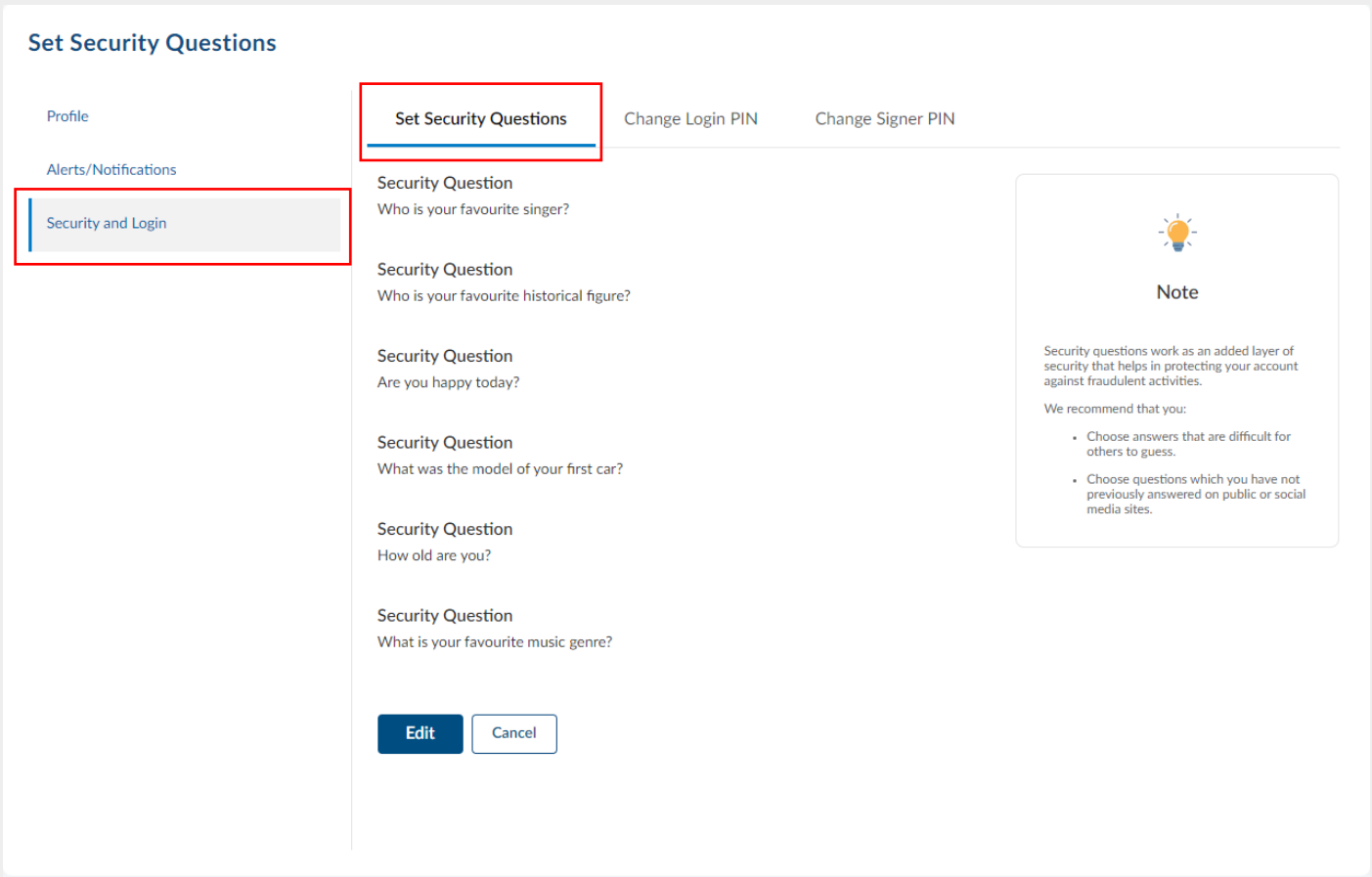
Menu > Account Settings > My Preference > Security and Login > Set Security Questions



Authorised Person / System Administrator

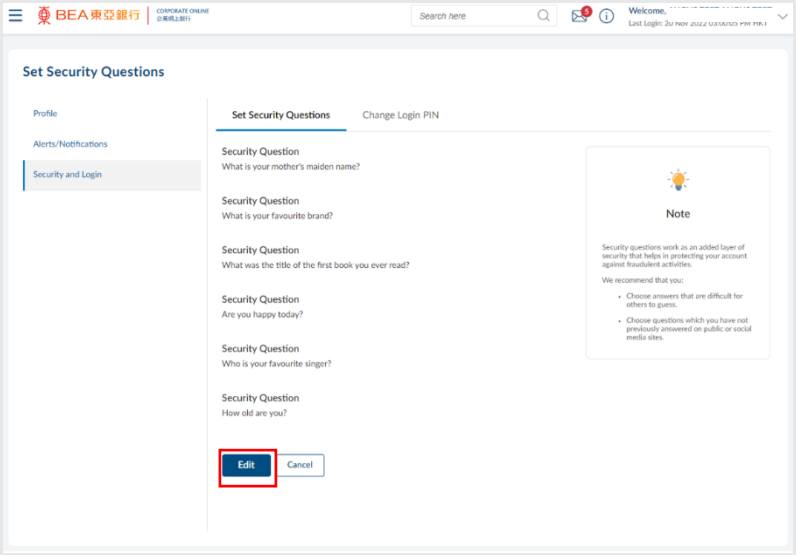
Menu > My Preference > Security and Login > Set Security Questions





Step 01 Initiate

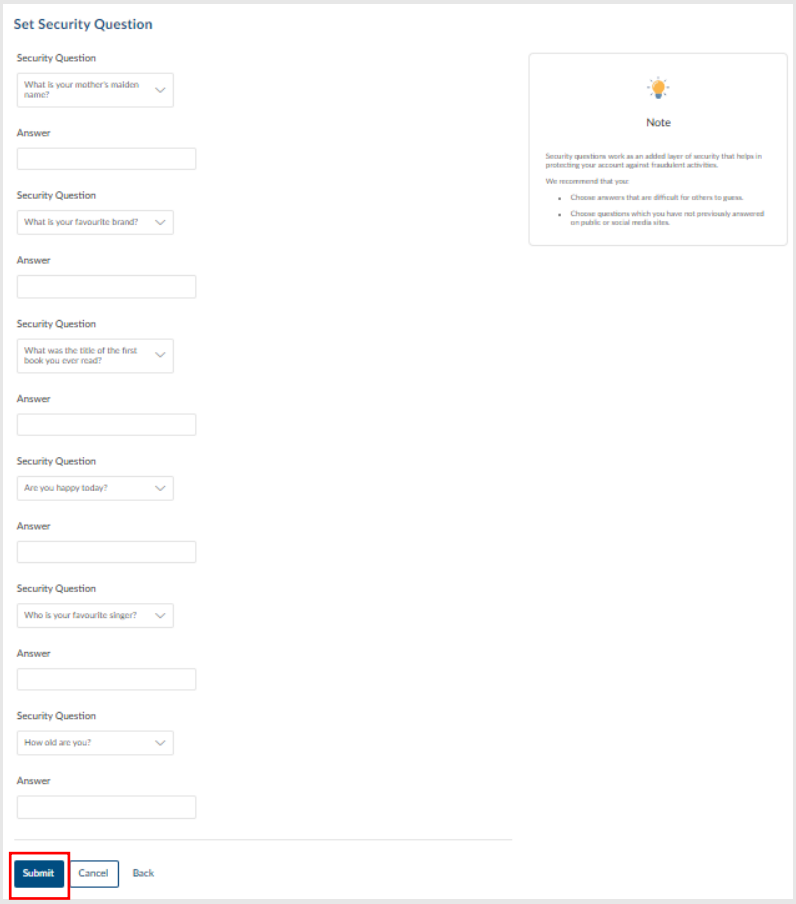
1. Click on “Edit”.



Step 02 Enter Answers

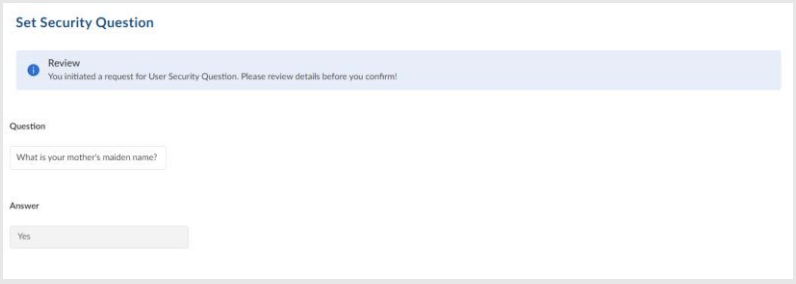
1. Enter the answers below the corresponding questions.

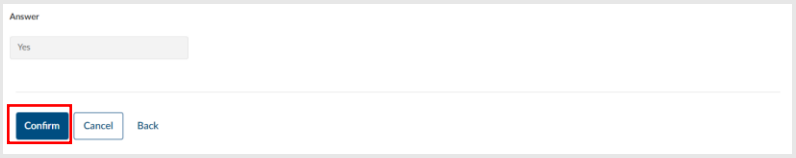
2. Click on “Submit”.



Step 03 Verify

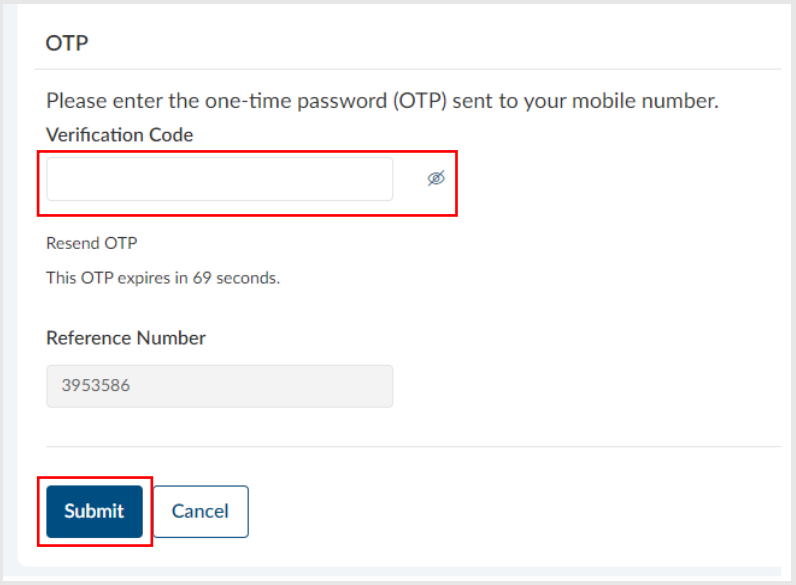
1. Review the request and click on “Confirm”.

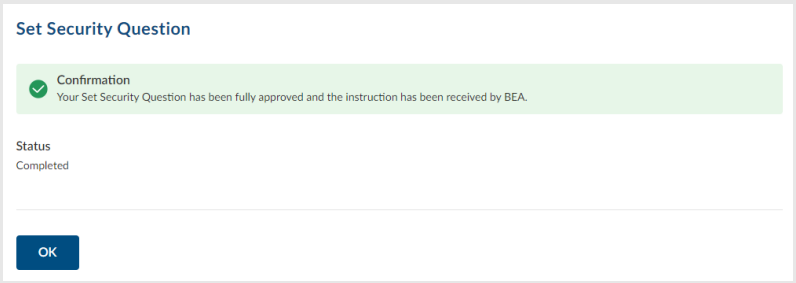




Step 04 Successful Submission

1. Enter One-Time Password (OTP).
2. Click on “Submit” to complete.





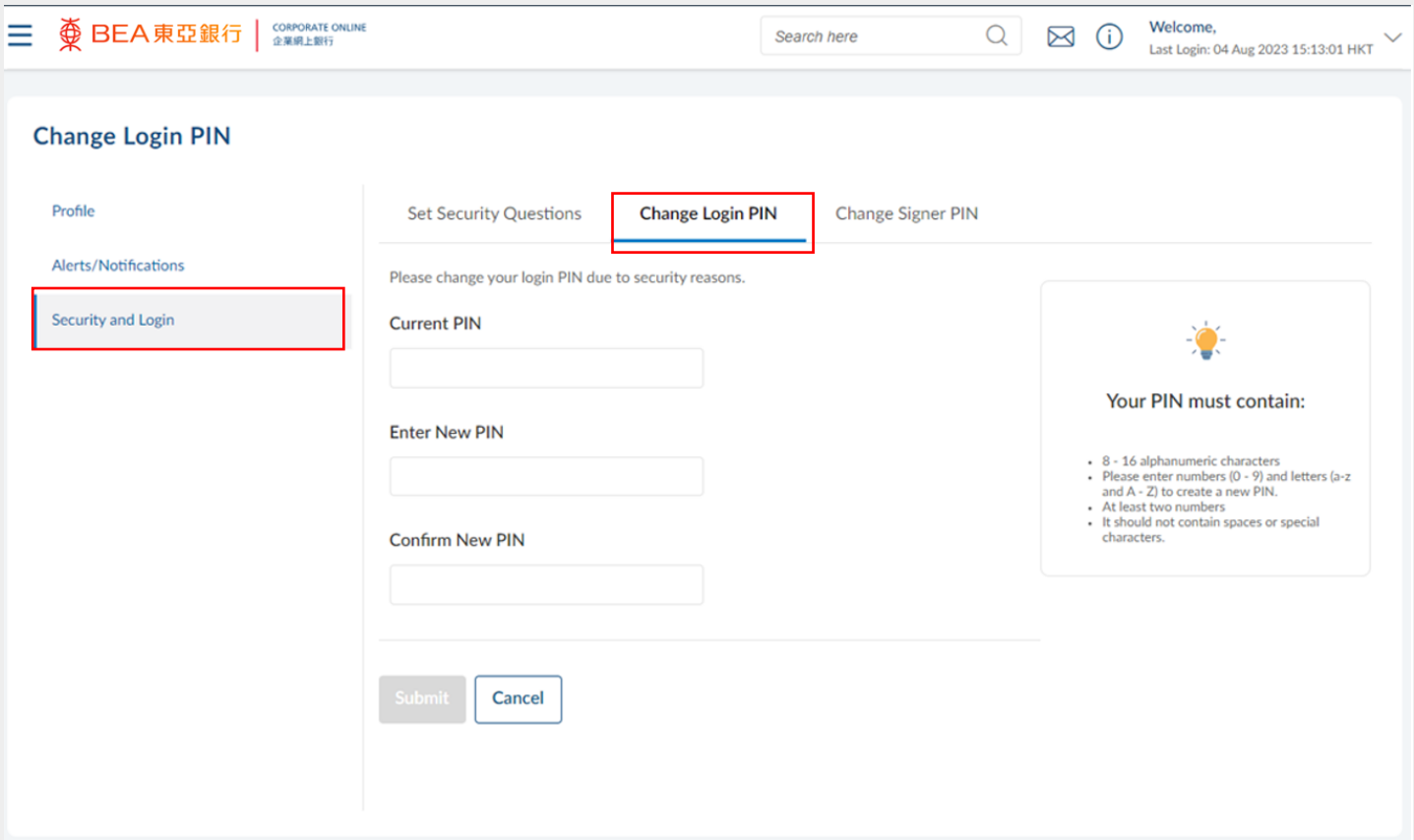
3. Change Login PIN

Users can change their existing Login PIN.

How to get there

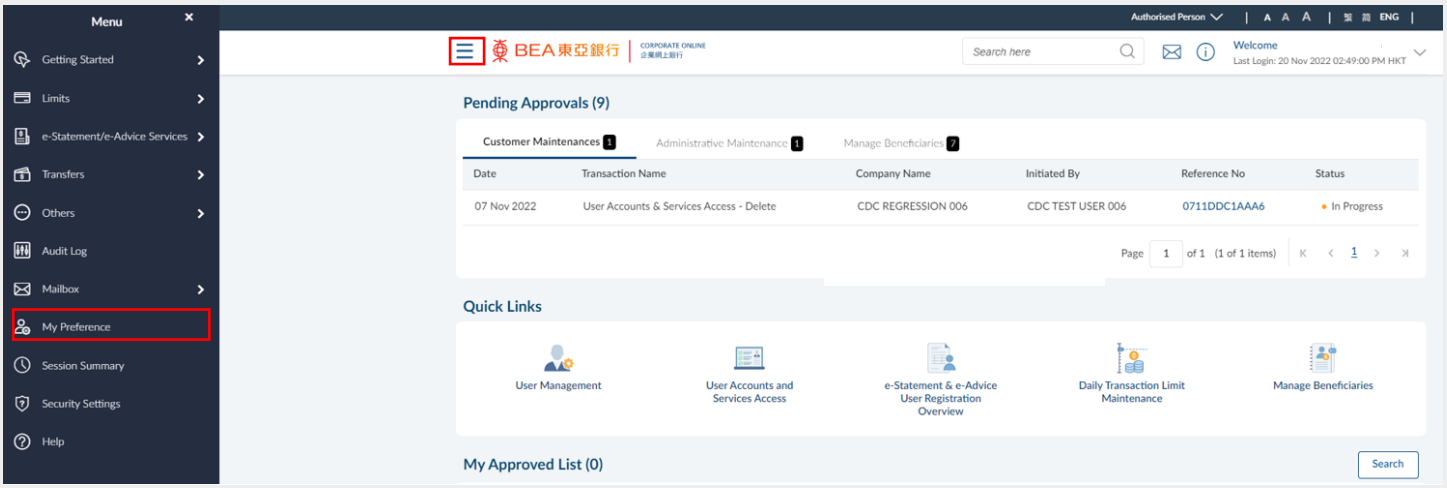
Maker / Approver

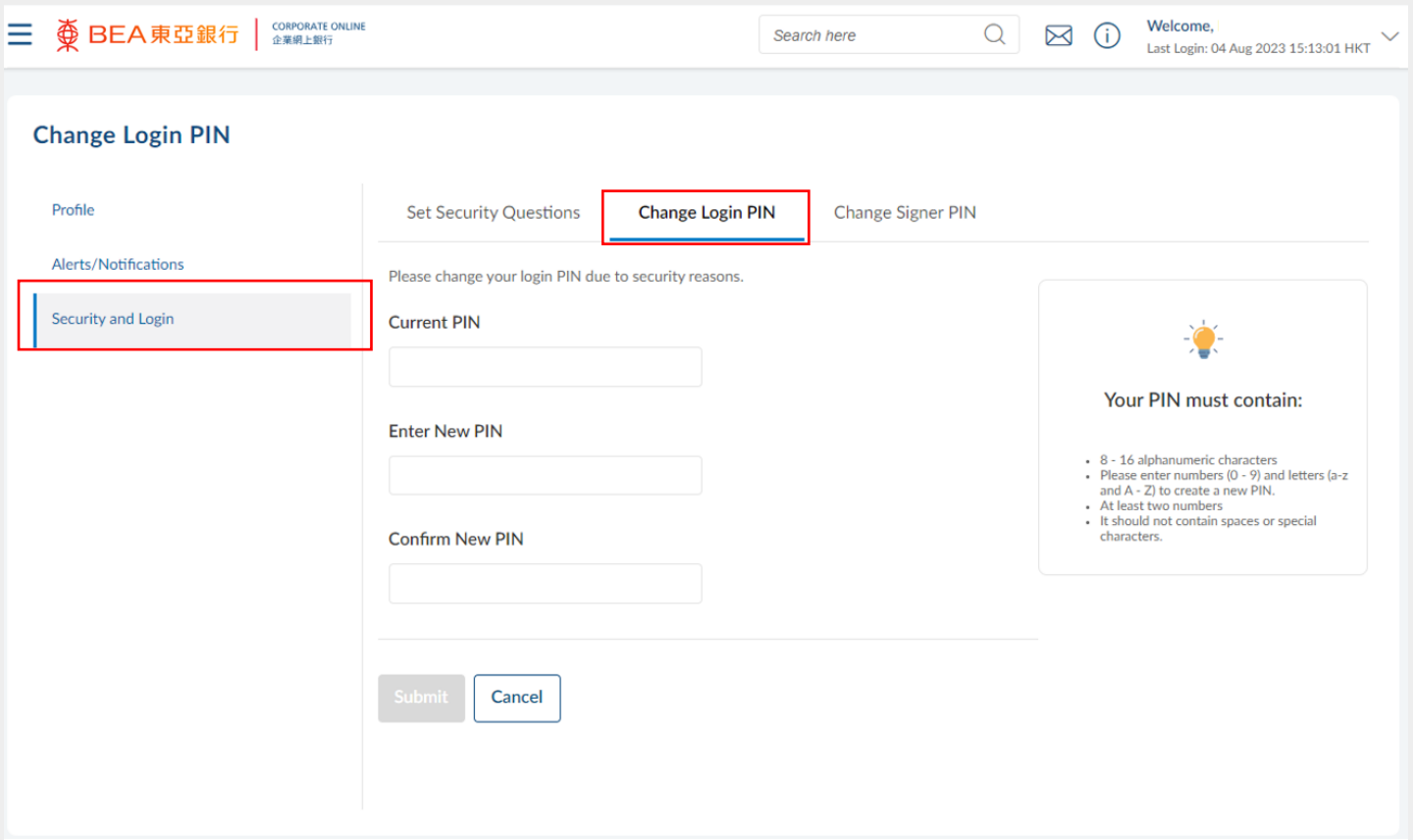
Menu > Account Settings > My Preference > Security and Login > Change Login PIN



Authorised Person / System Administrator

Menu > My Preference > Security and Login > Change Login PIN

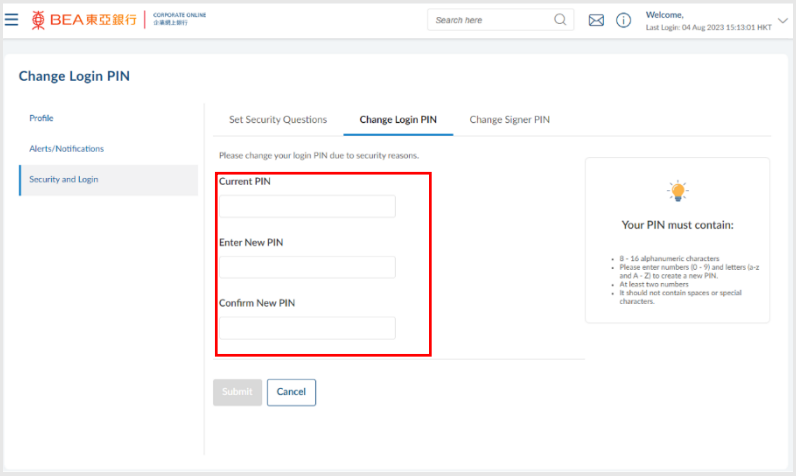


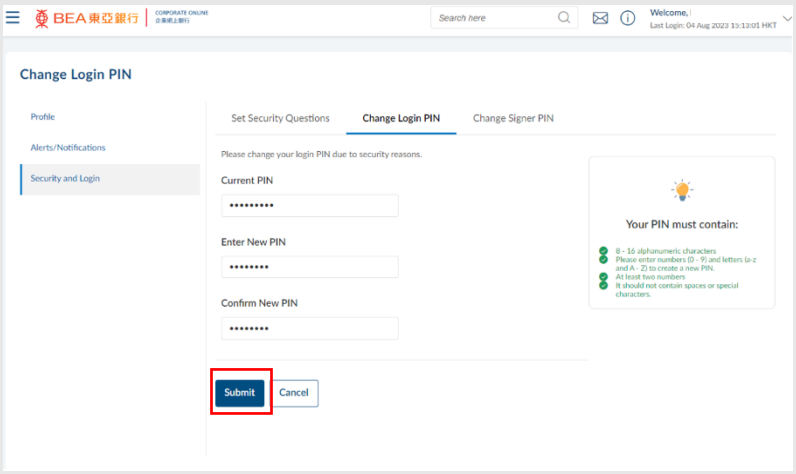


Step 01 Enter PIN

1. Enter the Current Login PIN and New Login PIN.

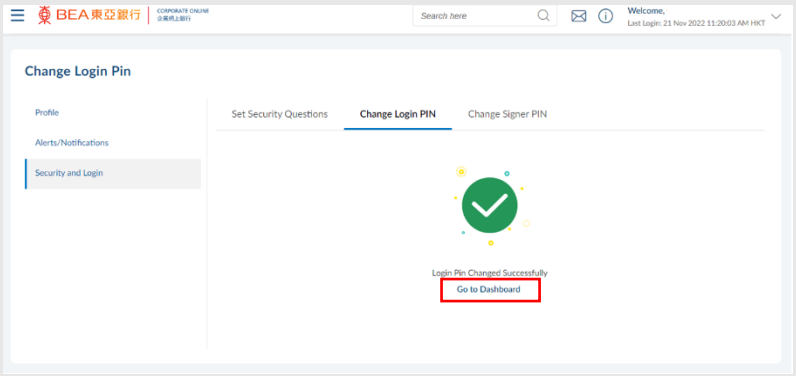
2. Click on “Submit” to complete.





Step 02 Change Successfully

1. Click on “Go to Dashboard”, then direct to Dashboard page.



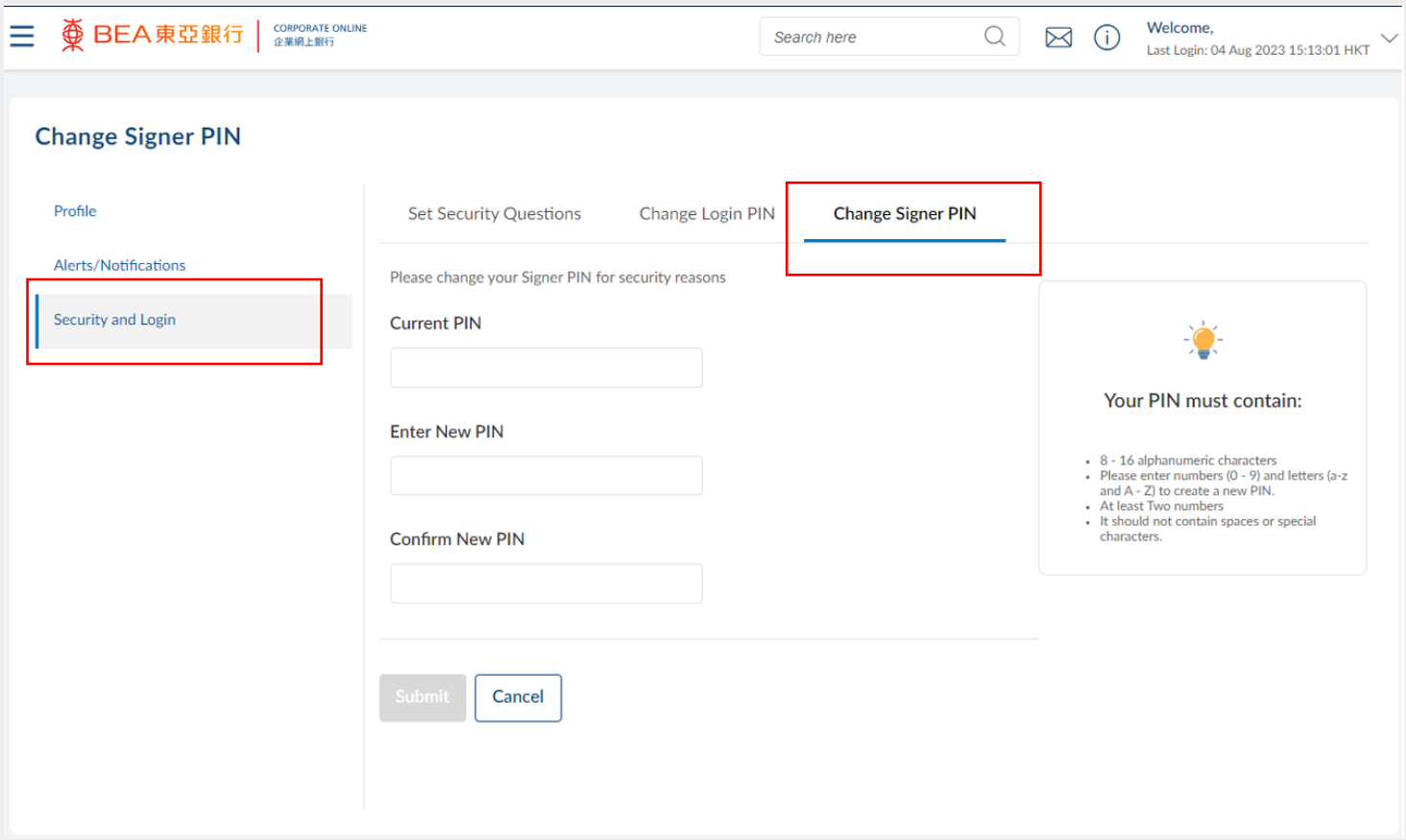
4. Change Signer PIN

Signer and Authorised Person can change their existing Signer PIN.

How to get there

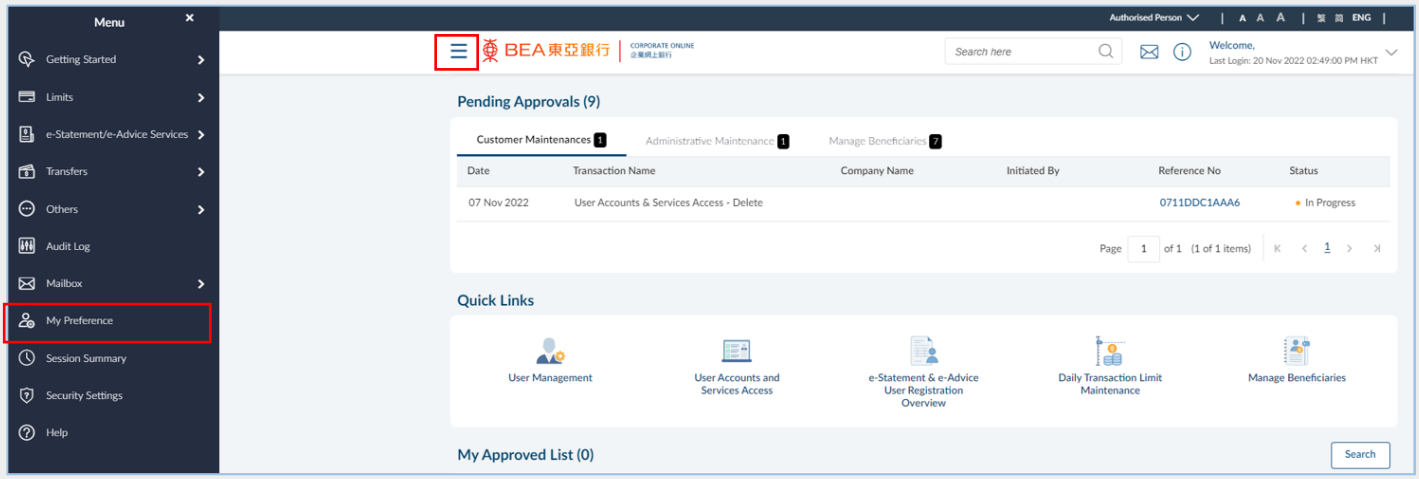
Maker / Approver

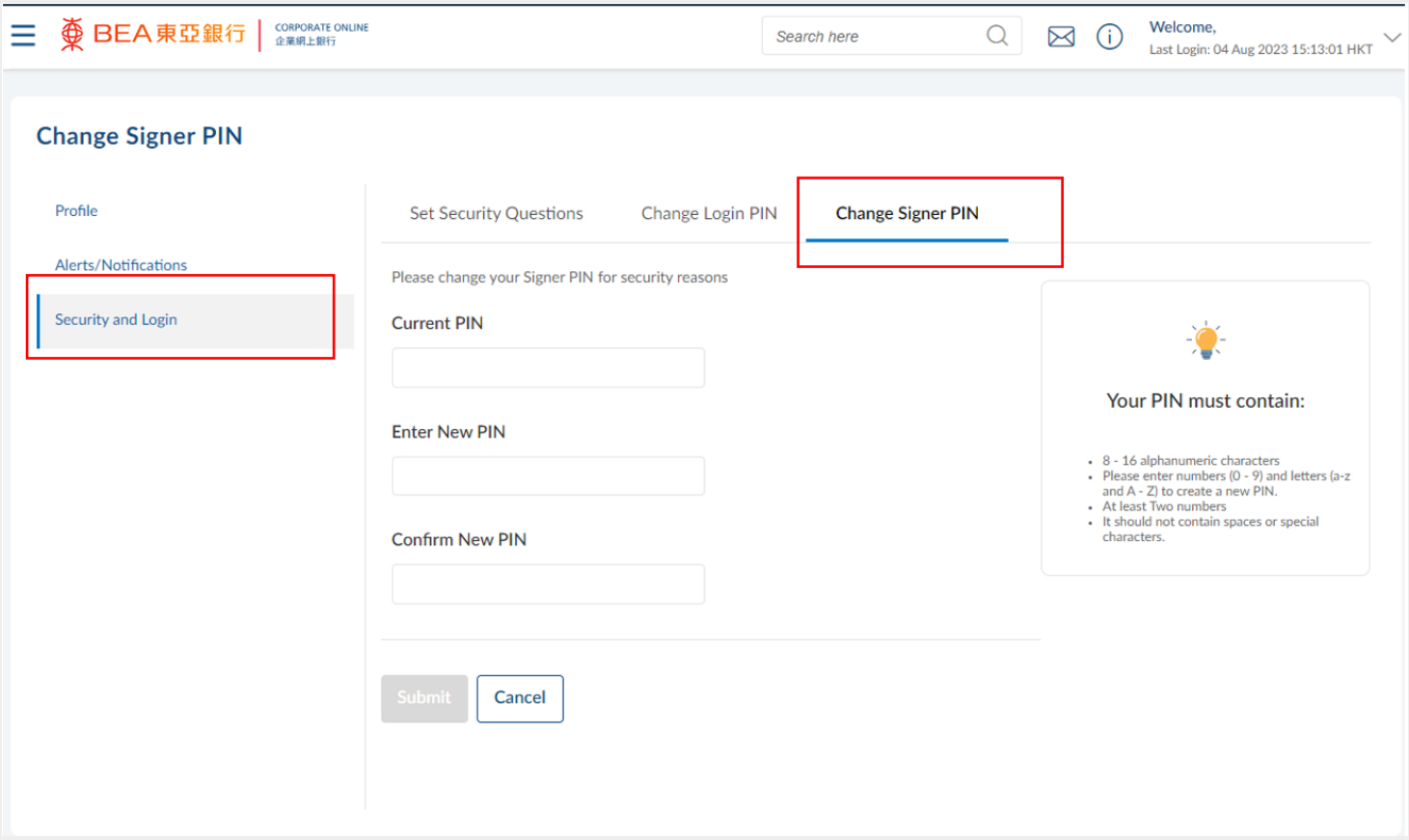
Menu > Account Settings > My Preference > Security and Login > Change Signer PIN



Authorised Person / System Administrator

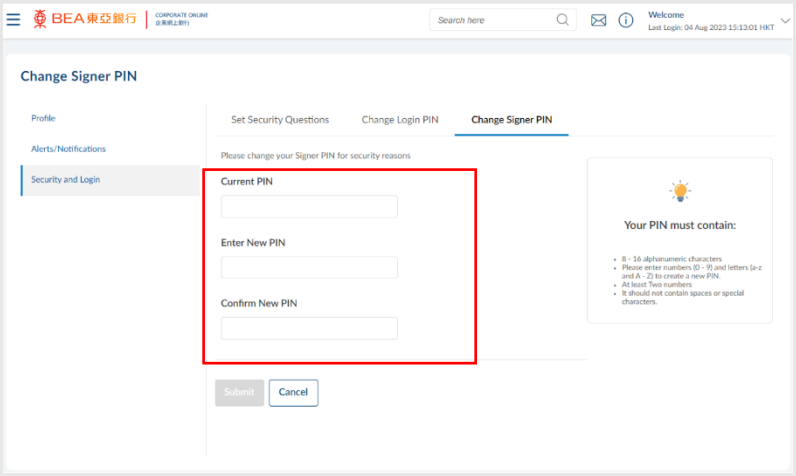
Menu > My Preference > Security and Login > Change Signer PIN



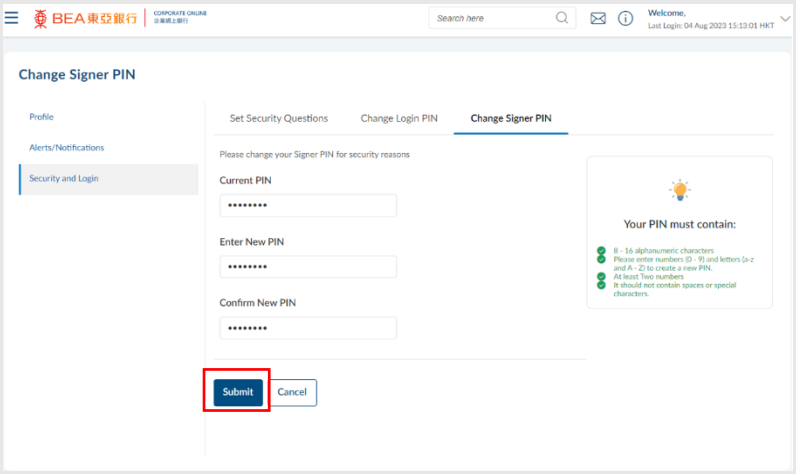


Step 01 Enter PIN

1. Enter the Current Signer PIN and New Signer PIN.

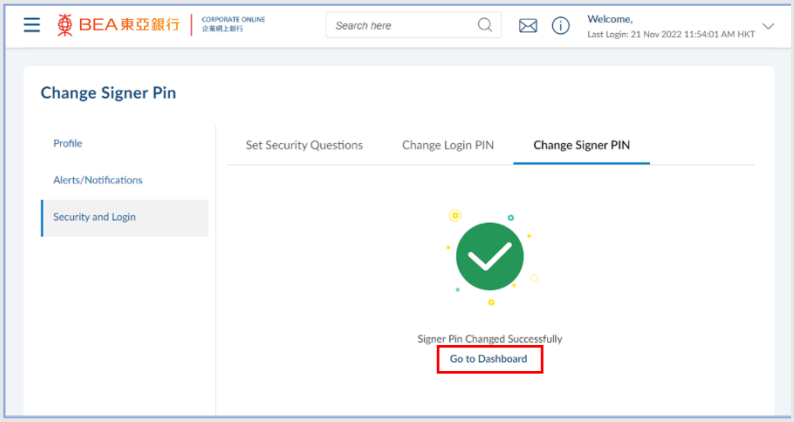


2. Click on “Submit” to complete.



Step 02 Change Successfully

1. Click on “Go to Dashboard”, then direct to Dashboard page.



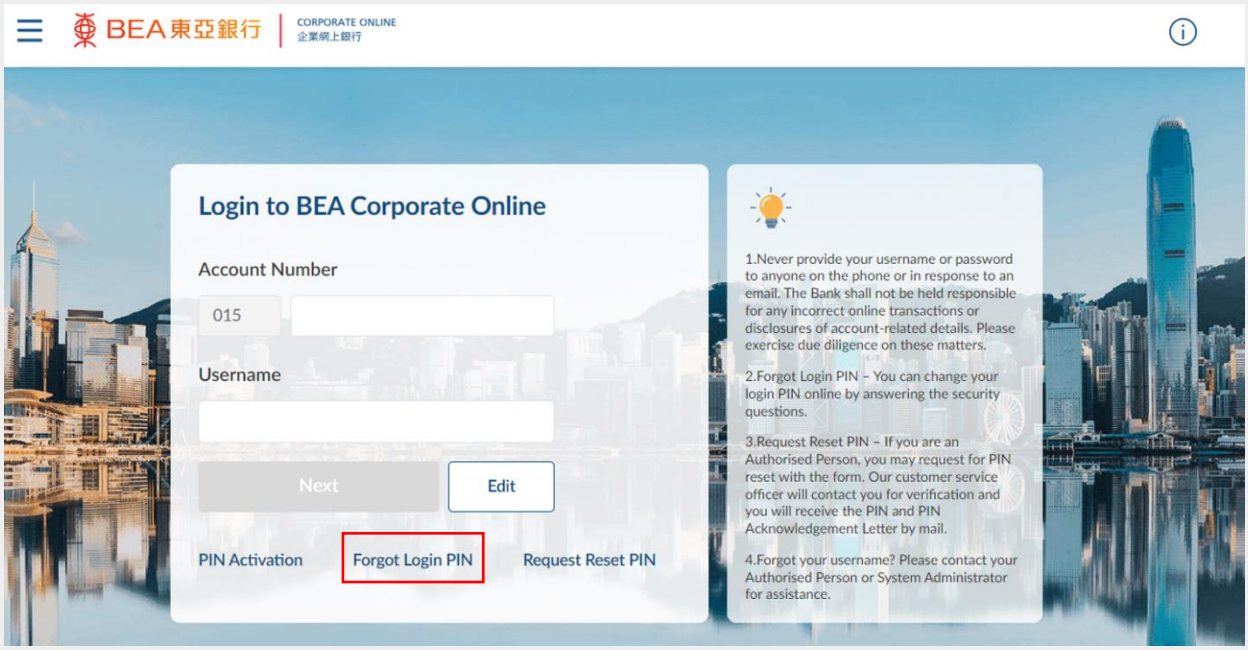
5. Forgot Login PIN

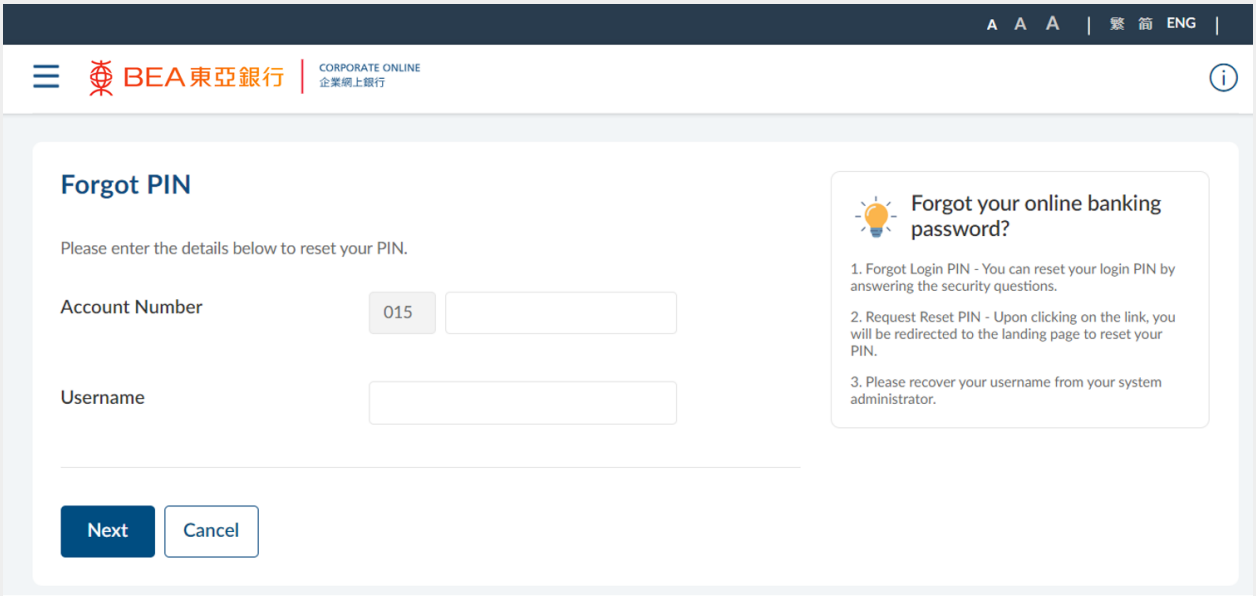
Users can reset their Login PIN by answering security questions through Forgot Login PIN.

If users have not set up security questions, they can ask their Company's Authorised Person to reset Login PIN (Please refer to section 6).

How to get there

BEA Corporate Online Login Page > Forgot Login PIN

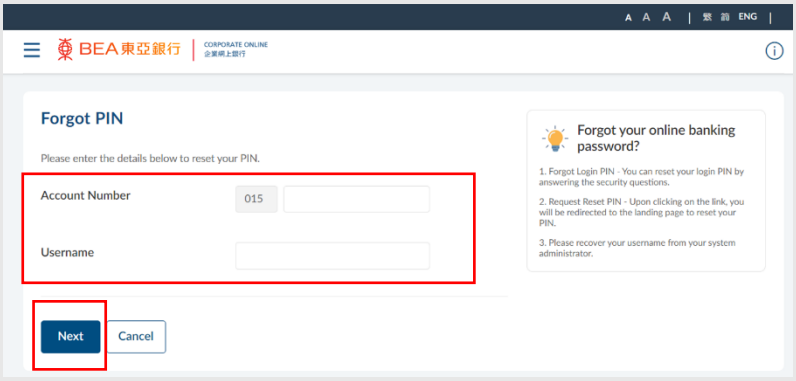




Step 01

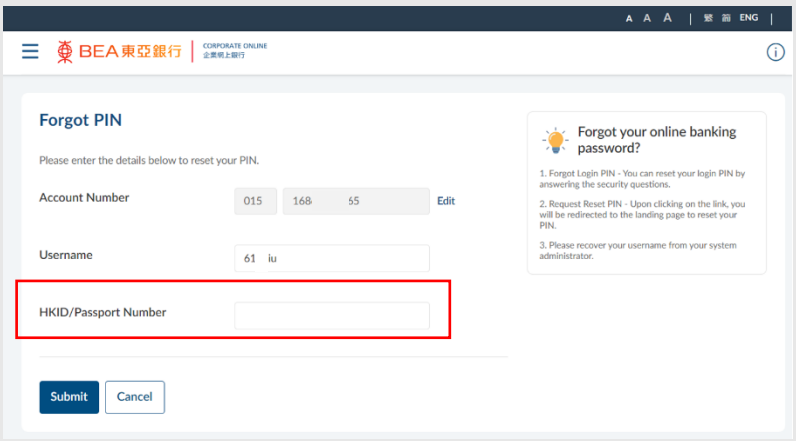
Initiate

1. Enter “Account Number” and “Username”.

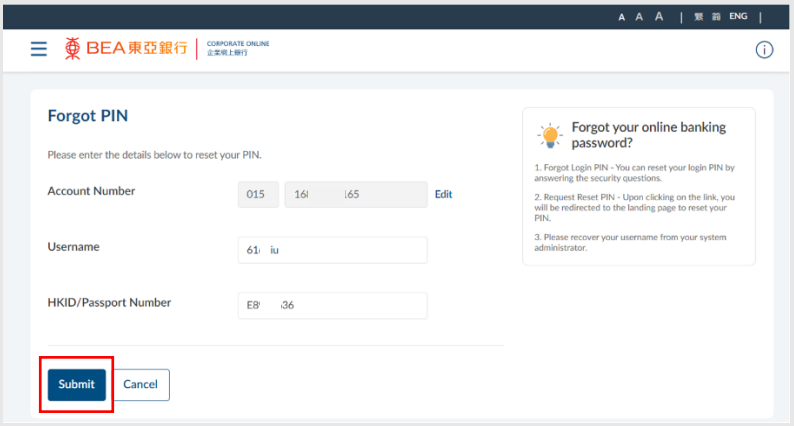


2. Click on “Next” to continue.

3. Enter HKID/Passport Number.



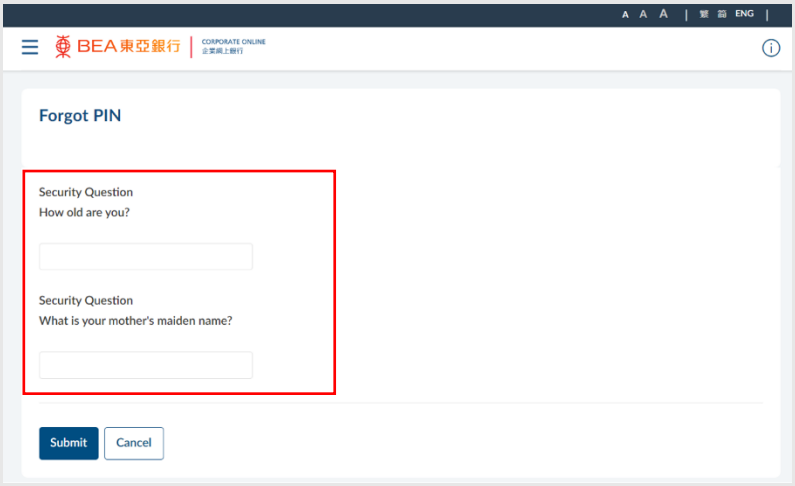
4. Click on “Submit”.



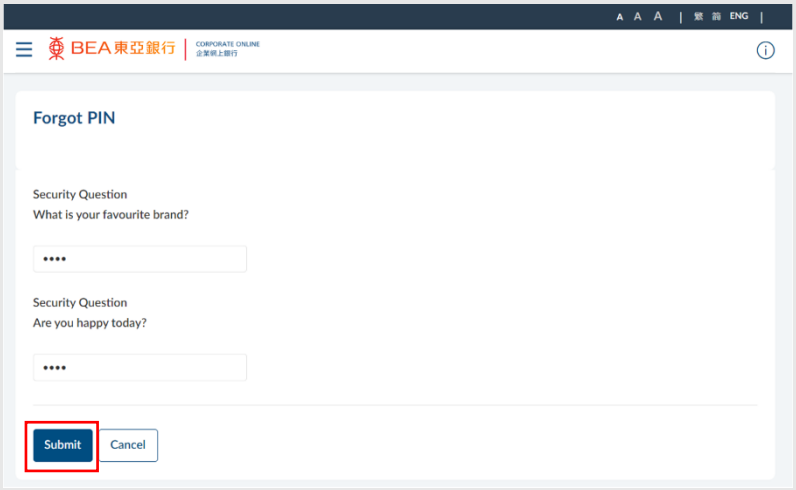
Step 02

Answer security questions

1. Answer the security questions

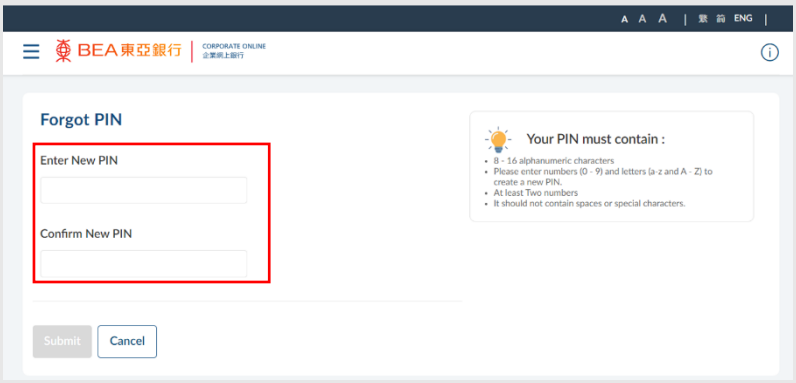


2. Click on “Submit”.

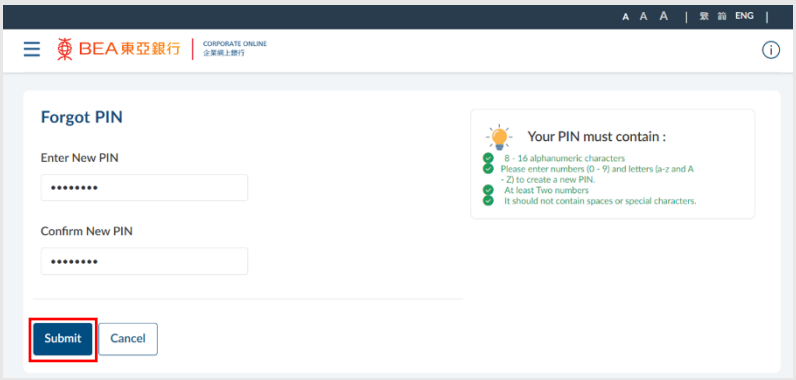


Step 03 Enter New PIN

1. Enter New PIN and Confirm New PIN.



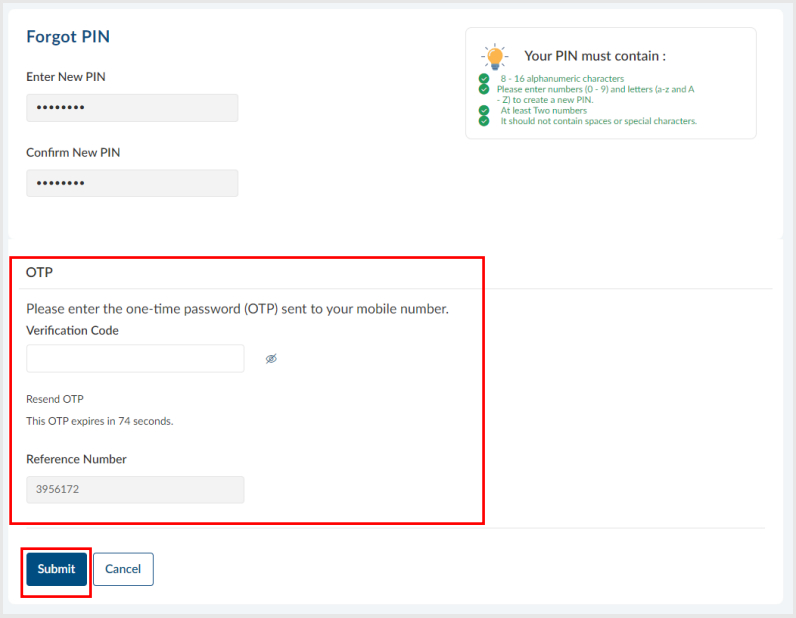
2. Click on “Submit”.



Step 04 Enter One-Time Password

1. Enter One-Time Password (OTP) for verification.

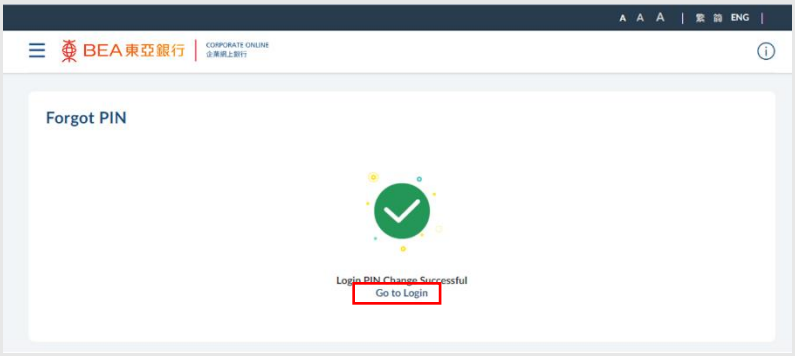
2. Click on “Submit”.



Step 05

Change Successfully

1. Click on “Go to Login”, then direct to BEA Corporate Online Login Page.

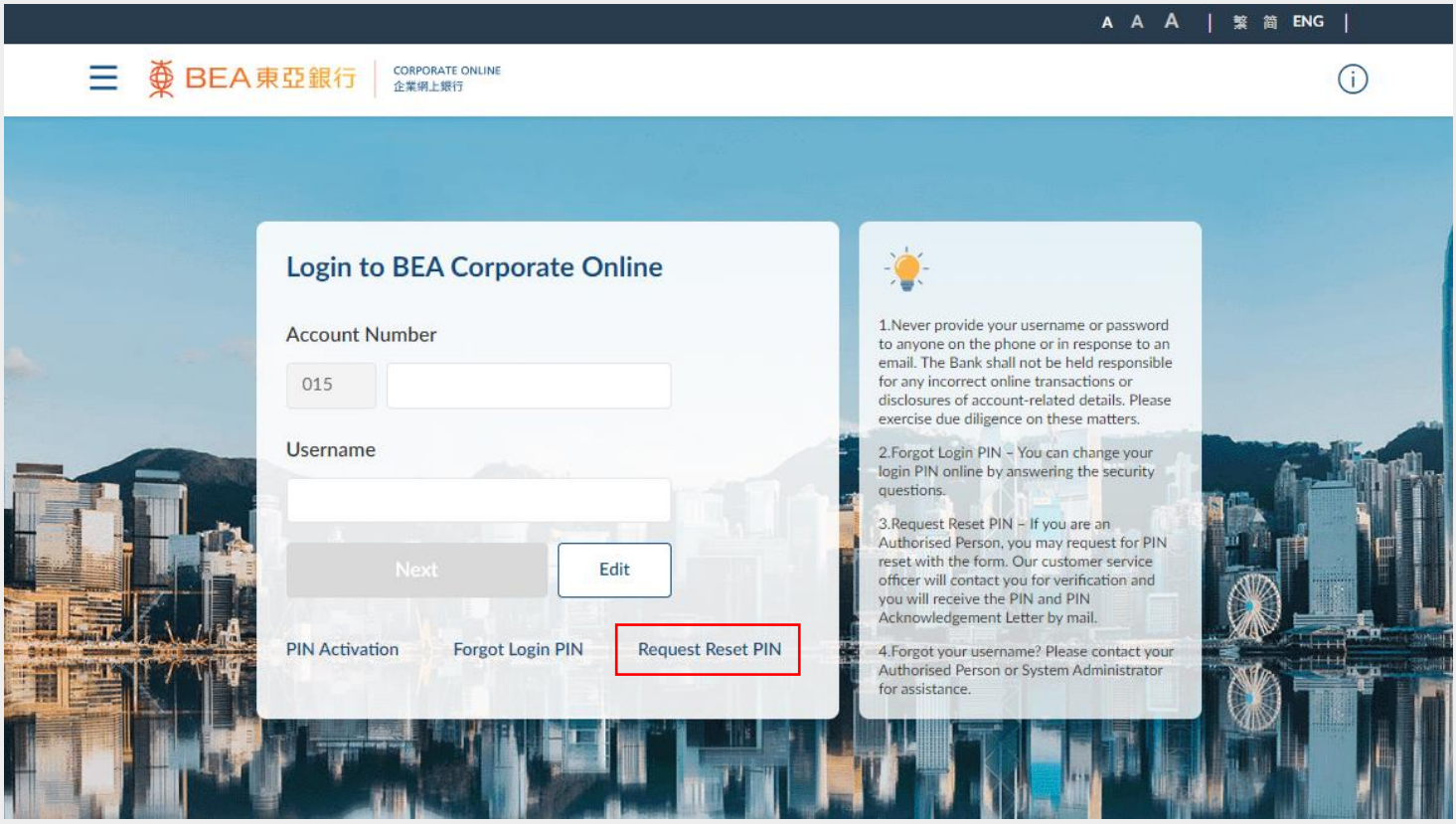


6. Request Reset PIN

Users can reset their Login PIN / Signer PIN / Phone PIN through “Request Reset PIN”.

How to get there

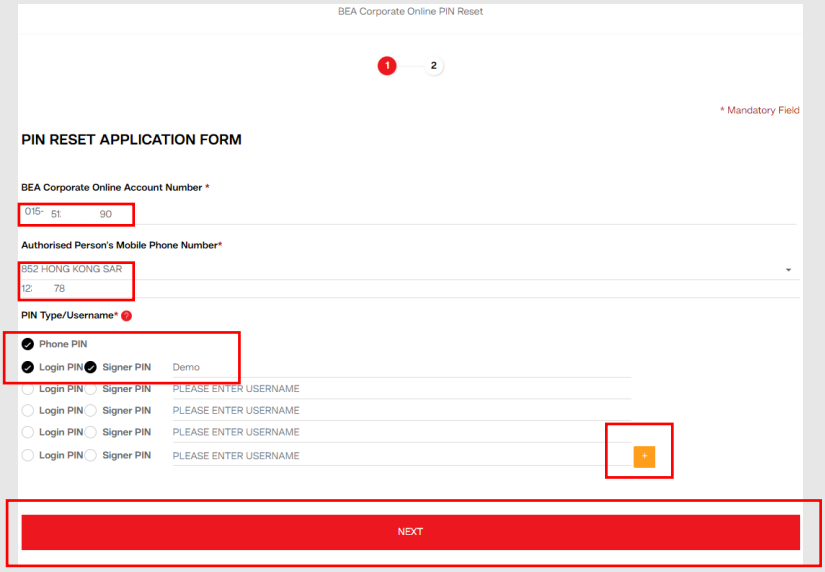
BEA Corporate Online Login Page > Request Reset PIN



Step 01

Initiate

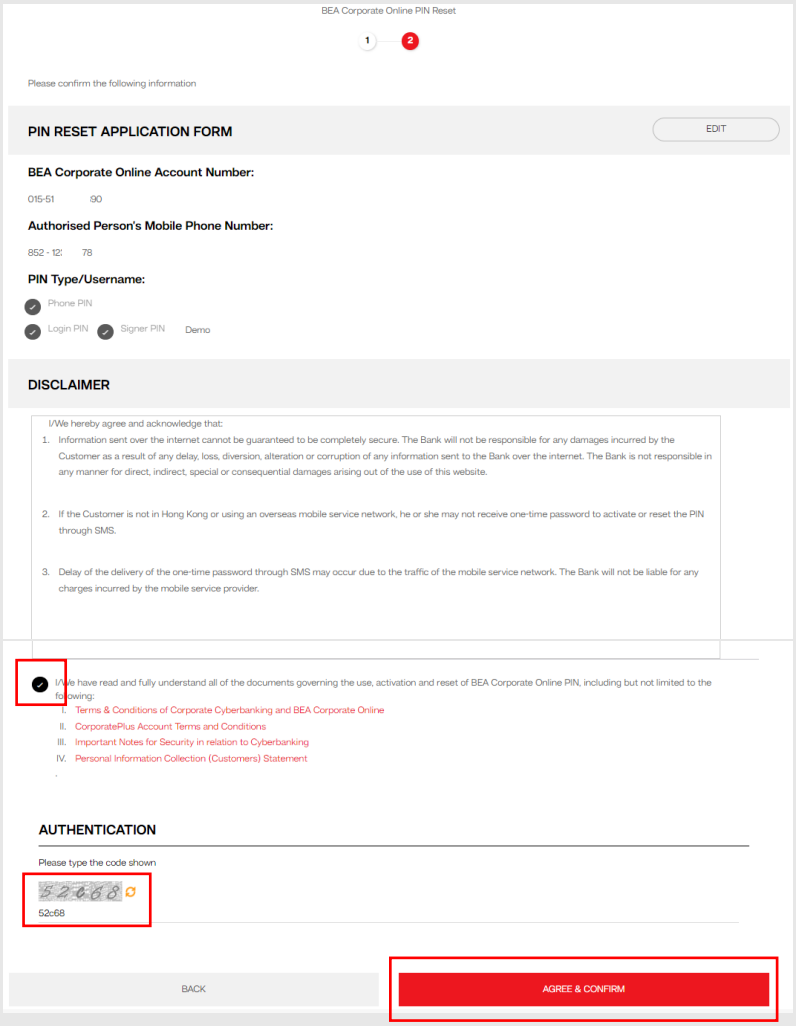
1. Enter “BEA Corporate Online Account Number” and “Authorised Person’s Mobile Phone Number”.
2. Select the PIN Type you would like to reset.
3. If Login PIN or Signer PIN is selected in PIN Type, please also enter Username or PIN ID.
4. You may click on + to expand more rows.
5. Click on “Next”.



Step 02

Verify

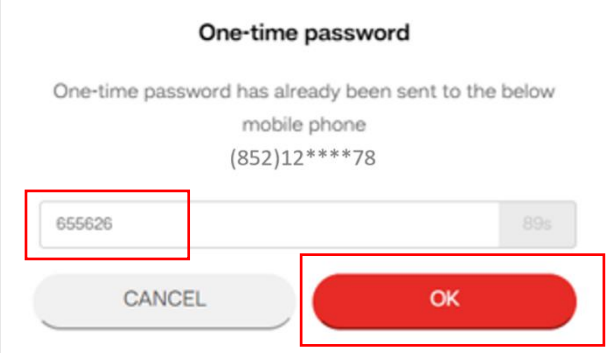
1. Verify the details of the PIN Reset application.

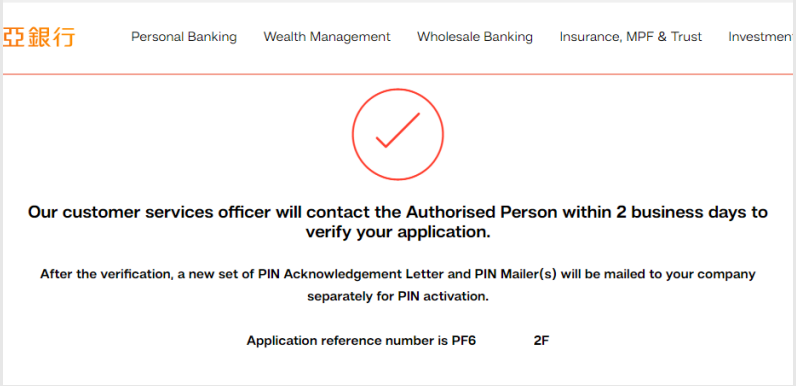


2. Select the checkbox if you have read and have fully understand of the Disclaimer.
3. Enter Authentication Code.
4. Click on “Accept & Confirm”.

Step 03 Enter One-Time Password

1. One-time password will be sent to the Authorised Person's Mobile Phone entered at the first page.
2. Enter the one- time password.
3. Click on "OK"



Step 04 Verification

1. Customer Service will contact your Authorised Person through the mobile phone number entered on the application within 2 business days to verify your application.
2. After the verification, the new set of PIN acknowledgement letter & PIN Mailer(s) will be mailed to your company separately for PIN activation.