

FAQs for i-Token

1. What is i-Token?

i-Token is a two-factor authentication (2FA) method for high-risk transactions. It is bound with signers' mobile devices and can uniquely identify each signer within a company. The signer must register for the Mobile Banking service and download the BEA App on his/her mobile device in order to use i-Token.

2. How can my company apply for the i-Token service?

You need to complete the i-Token application form and submit it at any BEA branch. Your company's system administrators can then register for the Mobile Banking service (if you have not done so) and enable the signers to use i-Token in Corporate Cyberbanking. Besides, you also need to complete and sign our [Change of Account Related Information (CCB9)] form, as the daily transaction limits for i-Token are different from those with your previous one-time password (OTP) 2FA. **Please be reminded that applying for i-Token requires the authorisation of two administrators.**

3. What steps does the system administrator need to take to enable signer(s) for the i-Token service?

The **system administrator** can follow the steps below to enable signer(s) for i-Token:

Step 1: Log in to Corporate Cyberbanking, go to "User Maintenance", "User List", select the user, and click "Edit"

Step 2: Select "i-Token" as "Authentication Method"

Step 3: Set "i-Token Service" as "Available"

Step 4: Click "Proceed" after completing the preceding steps

4. Why can't our system administrators register i-Token for the signer(s)? There seems to be no i-Token option in the pull-down menu of authentication methods.

System administrators can only enable signer(s) for the i-Token service after you have submitted the completed application forms for the i-Token service at a BEA branch.

5. How does a signer register for the i-Token service?

After the system administrators have completed the i-Token settings for the signer(s), the **signer** can follow the steps below to register i-Token:

- Step 1: Log in to Corporate Cyberbanking and enter “Signer PIN” on the Confirm Personal Information page to confirm use of the i-Token service
- Step 2: Download the BEA App and select “Corporate Mobile Banking”
- Step 3: Log in to Corporate Mobile Banking and enter “Account No.”, “User ID”, and “PIN”
- Step 4: Select i-Token link, read and confirm the i-Token Terms & Conditions, and enter the “Signer PIN” and OTP to complete the i-Token registration

6. How to use i-Token?

After entering the transaction details, the signers will receive a push notification to inform them of any transaction which they are requested to sign. After logging in to Corporate Mobile Banking, the signer is required to sign the transaction by entering their “Signer PIN”.

7. Does every signer in a company need to use the same authentication method?

No. Each signer can opt for a different authentication method.

8. Can a Corporate Cyberbanking signer register for i-Token on more than one mobile device?

No. Each Corporate Cyberbanking signer can register for i-Token on one mobile device only.

9. What is the difference between using an OTP or i-Token to sign transactions?

An OTP is an SMS-based password generated by our Bank and sent to your registered mobile number. Each OTP can be used once only for its designated transaction. The signer must be able to receive SMS messages in order to sign transactions.

i-Token is another method for authenticating transactions, which is stored in the BEA App. To authorise transactions, the signer simply signs the

transaction and enter their “Signer PIN” using the mobile device that was registered for i-Token service.

10. Is there any difference between the daily transaction limits of i-Token and OTP?

Yes. The maximum daily transaction limit when using i-Token is higher than with OTP. Therefore, the authentication method you need to use to sign a transaction may depend on the daily transaction limit you have set.

➤ **Transfers to related and associated accounts:**

- For fund transfers to related and associated accounts, there is no maximum daily transaction limit. The signer only needs to enter their Signer PIN.

➤ **Transfers to pre-designated third-party accounts (BEA and other banks) and bill payments:**

- If the daily transaction limit is set at HK\$5M or below, only Signer PIN is required.
- If the daily transaction limit is set at over HK\$5M and up to HK\$10M, OTP or i-Token authentication is required.
- If the daily transaction limit is set at over HK\$10M, 2 signers using i-Token are required.

➤ **Transfers to non-designated third-party accounts (BEA and other banks)**

- If the daily transaction limit is set at HK\$1M or below, using OTP or i-Token is required.
- If the daily transaction limit is set at over HK\$1M and up to HK\$2M, using i-Token is required.

➤ **Payroll & Auto-pay (BEA and other banks)**

- If the daily limit for payroll and auto-pay (BEA and other banks) is set at HK\$3M or below, using OTP or i-Token is required. A total limit of HK\$3M applies across Payroll & Auto-pay, while the sub-limit of Auto-pay is HK\$3M.
- If the daily limit for payroll and auto-pay (BEA and other banks) is over HK\$3M and up to HK\$5M, i-Token is required.

➤ **e-Cheque Services**

- The maximum daily limit is HK\$2M. Signers need to authenticate transactions using OTP or i-Token.

11. What kind of transactions can be authenticated by i-Token?

- Transfers to the following account types:
 - BEA HK accounts
 - BEA China accounts
 - Other bank accounts (HK)
 - Remittances – telegraphic transfers
- Payroll
- Auto-pay
- Bill payments
- e-Bills
- e-Cheque services
- Liquidity management

12. If the signing authority of the transaction requires 2 or more signers to authenticate the transaction, do all signers need to use the same authentication method?

No, not necessarily. Signers can use different authentication methods to sign a transaction. Please note that if the daily transaction limit is set at over HK\$10M, 2 signers using i-Token are required.

13. If I have changed my SIM card, can I continue to use i-Token as before?

As long as you access the Corporate Mobile Banking via BEA App using the same login account and through the same mobile device, you can continue to use your i-Token as before.

14. Can I continue to use i-Token with a new mobile device?

Yes, you can. First, you need to ask the system administrator to disable the i-Token registered in your old device, and re-set the service to enable your i-Token again. You can then access the corporate mobile banking and re-register for i-Token after installing the BEA App in your new mobile device.

15. What should I do if the signer has left the company or will not be responsible for i-Token in future?

The System administrator should disable i-Token for that signer immediately. Please be aware that each User ID is for a specific person and may not be re-assigned to another individual.

16. If I want to uninstall the BEA App in my existing mobile and install it in another one instead, do I need to re-register for i-Token?

Yes, you need to ask your system administrators to disable your existing i-Token and re-enable your authorisation. You also need to register for the i-Token service again using your new mobile device.

17. How will I know if the system administrators have enabled i-Token for a particular signer?

If the system administrators have already enabled i-Token for the signer, you will see a page asking the signer to confirm their personal information when they next log in to the Corporate Cyberbanking. They will be required to enter their “Signer PIN” for confirmation.

18. I have lost the mobile device on which my Mobile Banking was activated and my i-Token was registered. What should I do?

If you have lost your mobile device, you should request your system administrators to disable the i-Token in your existing mobile device. It will then become invalid immediately. After getting a new device, you will need to ask your system administrators to re-enable i-Token. You will also need to register for the i-Token service again using your new mobile device.

You can rest assured that the BEA App will not store any user’s login information. In order to log in to the Corporate Mobile Banking, a user needs to enter their account number, user ID, and PIN. Furthermore, banking transactions can only be signed by entering the “Signer PIN” and using the appropriate i-Token.

19. Can I register as an i-Token signer without having activated Mobile Banking?

No. Signers need to have activated the Mobile Banking service before they can register for i-Token.

20. Can I sign transactions while I'm overseas?

Yes. You can sign transactions overseas, but you will need access to the Internet.

21. What if the signer(s) cannot see the push notification?

In this case, the signer(s) or users entering the transaction can go to the transaction details under "Maintain" and click the "Resend Push Notification" button. The push notification will then be sent to the signer(s) again.

22. Can I still receive a push notification if I'm not in Hong Kong?

Yes. You will need access to the Internet. However, if you cannot receive a push notification in the territory where you are currently located, e.g. in mainland China, the SMS will be sent to the signer instead.

23. Does the signer need to sign transactions immediately after they receive the push notification?

If the signer chooses to sign the transaction by clicking on the push notification, they will be requested to sign the transaction immediately. However, if the signer clicks a pending request for the transaction in the "Approval Centre", they will have no time limit in which to respond and only need to sign the transaction before the execution date.

24. If more than one signer receives a push notification, do they have to respond in any particular order?

No, there is no required sequence for signing transactions.

25. Could someone register for i-Token by pretending to be a signer?

Before a signer can register for i-Token, the system administrators need to enable the i-Token for them. The signer then has to log in to Corporate Mobile Banking, confirm the Terms & Conditions, and enter their "Signer PIN" and "OTP" to verify their identify in order to complete their i-Token registration.

26. Could someone sign transactions using i-Token by pretending to be a signer?

i-Token information is encrypted and stored by the mobile operating system – in “key chain” for iOS devices and in “Keystore” for Android devices. The signer is required to log in to the Corporate Mobile Banking, enter the “Signer PIN”, and sign transactions using i-Token. The system will also verify the validity of the i-Token before confirming each signed transaction.

27. Are there any restrictions or requirements regarding mobile devices on which i-Token is used?

For security reasons, i-Token can only be used on mobile devices with iOS 9 operating system or above, or with Android version 6.0 or above.

28. Why can't our signer see the i-Token function in the main menu after logging in to Corporate Mobile Banking?

If the signer is using a mobile device with an operating system older than iOS 9 or Android version 6.0, the i-Token function will not be displayed.

29. I am now using i-Token as my authorisation method. Can I change back to using OTP instead?

Yes, you can ask your system administrators to log in to Corporate Cyberbanking and select one-time passwords as your authorisation method.

30. Why do we need to use two-factor authentication to sign fund transfers to certain pre-designated accounts?

Whether two-factor authentication is required depends on the daily transaction limit you have set previously. If your company's daily transaction limit for fund transfers to pre-designated accounts is set at HK\$5 million or below, only the Signer PIN will be required.

31. If we set the daily transaction limit for payroll and auto-pay at HK\$5 million and use i-Token as an authentication method, why is the daily transaction of auto-pay limited to HK\$3 million?

A total limit of HK\$5M applies across Payroll and Auto-pay, while the sub-limit for Auto-pay is HK\$3M only. For this reason, even if you have set the daily transaction limit at HK\$5M and use i-Token as an authentication method, the total daily transaction amount for Auto-pay still cannot exceed HK\$3M.

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