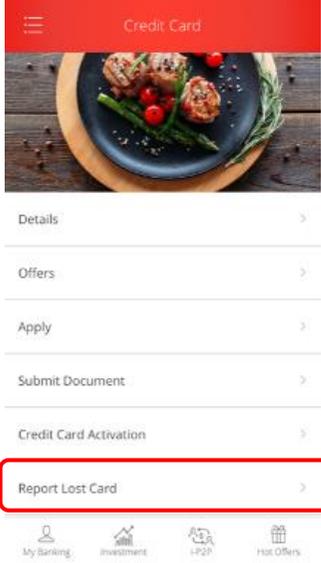
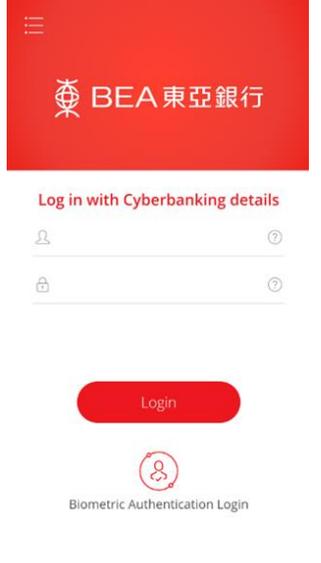
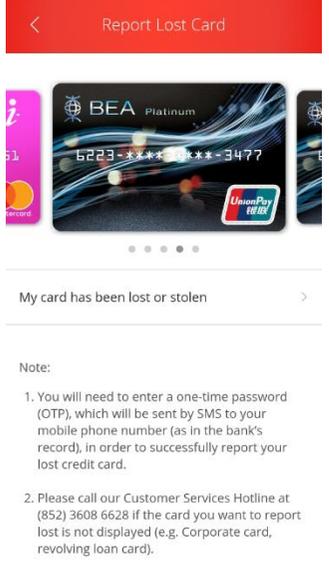
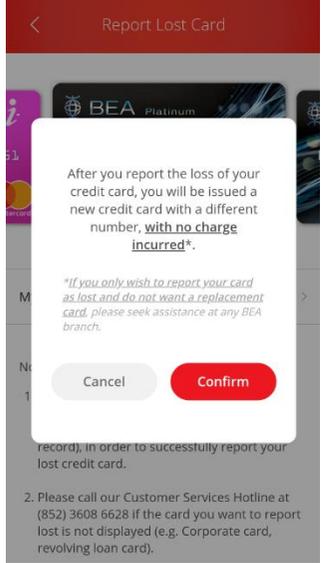
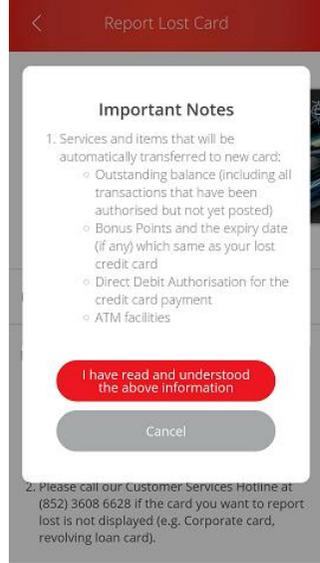


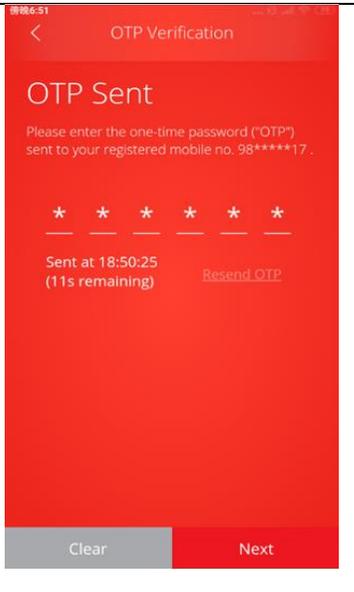
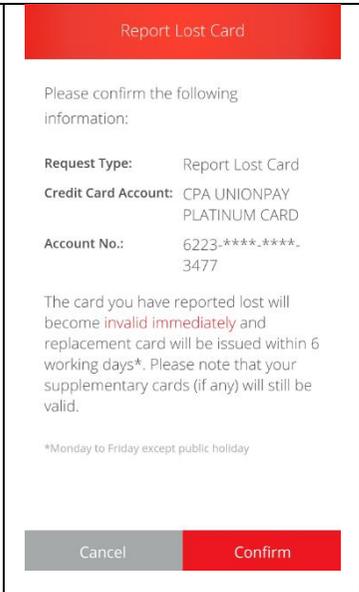
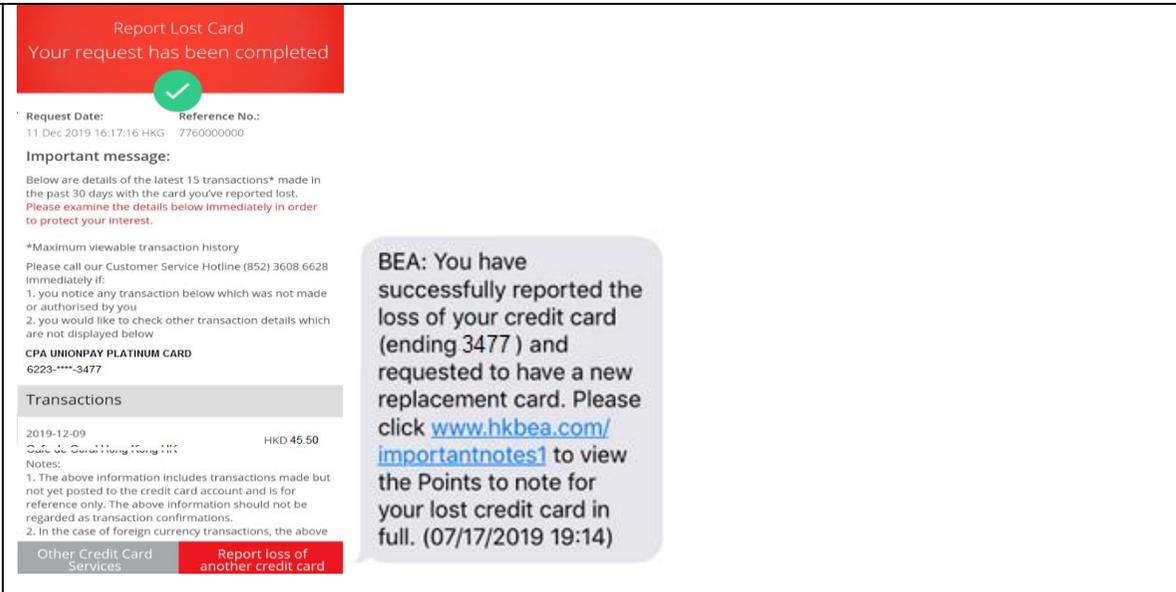
## Report Lost Card

### How to report your card as lost and arrange for a new one through the BEA App?



→ Service and Offers → Credit Card → Report Lost Card

				
<p><b>Page position</b></p> <p>Select "Credit Card" &gt; "Report Lost Card"</p>	<p><b>Step 1</b></p> <p>Log in to Cyberbanking</p>	<p><b>Step 2</b></p> <p>Select the credit card you would like to report as lost</p>	<p><b>Step 3</b></p> <p>Press "Confirm" to report the lost card and agree to arrange for a replacement</p>	<p><b>Step 4</b></p> <p>Read the "Important Notes" carefully and ensure that you understand them in full</p> <p>Click "I have read and understood the above information" once you have finished reading the "Important Notes"</p>

 <p>OTP Verification</p> <p>OTP Sent</p> <p>Please enter the one-time password ("OTP") sent to your registered mobile no. 98****17.</p> <p>* * * * *</p> <p>Sent at 18:50:25 (11s remaining) <a href="#">Resend OTP</a></p> <p>Clear Next</p>	 <p>Report Lost Card</p> <p>Please confirm the following information:</p> <p><b>Request Type:</b> Report Lost Card</p> <p><b>Credit Card Account:</b> CPA UNIONPAY PLATINUM CARD</p> <p><b>Account No.:</b> 6223-****-****-3477</p> <p>The card you have reported lost will become <b>invalid immediately</b> and replacement card will be issued within 6 working days*. Please note that your supplementary cards (if any) will still be valid.</p> <p>*Monday to Friday except public holiday</p> <p>Cancel Confirm</p>	 <p>Report Lost Card</p> <p>Your request has been completed</p> <p><b>Request Date:</b> 11 Dec 2019 16:17:16 HKG <b>Reference No.:</b> 7760000000</p> <p><b>Important message:</b></p> <p>Below are details of the latest 15 transactions* made in the past 30 days with the card you've reported lost. Please examine the details below immediately in order to protect your interest.</p> <p>*Maximum viewable transaction history</p> <p>Please call our Customer Service Hotline (852) 3608 6628 immediately if:</p> <ol style="list-style-type: none"> <li>1. you notice any transaction below which was not made or authorised by you</li> <li>2. you would like to check other transaction details which are not displayed below</li> </ol> <p><b>CPA UNIONPAY PLATINUM CARD</b> 6223-****-3477</p> <p><b>Transactions</b></p> <table border="1"> <tr> <td>2019-12-09</td> <td>HKD 45.50</td> </tr> <tr> <td colspan="2">Cafe de Surtong (Kowloon)</td> </tr> </table> <p>Notes:</p> <ol style="list-style-type: none"> <li>1. The above information includes transactions made but not yet posted to the credit card account and is for reference only. The above information should not be regarded as transaction confirmations.</li> <li>2. In the case of foreign currency transactions, the above</li> </ol> <p>Other Credit Card Services <b>Report loss of another credit card</b></p> <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p><b>BEA: You have successfully reported the loss of your credit card (ending 3477) and requested to have a new replacement card. Please click <a href="http://www.hkbea.com/importantnotes1">www.hkbea.com/importantnotes1</a> to view the Points to note for your lost credit card in full. (07/17/2019 19:14)</b></p> </div>	2019-12-09	HKD 45.50	Cafe de Surtong (Kowloon)	
2019-12-09	HKD 45.50					
Cafe de Surtong (Kowloon)						
<p><b>Step 5</b></p> <p>Enter the one-time-password which is sent to your registered mobile no.</p>	<p><b>Step 6</b></p> <p>Confirm the lost card information</p>	<p><b>Step 7</b></p> <p>You will receive an SMS sent to your registered mobile no. confirming your lost card report</p> <p>Your card is now reported lost and a brief summary of its latest 15 transaction records (if any) made in the past 30 days will be displayed on screen. Please call our Customer Service Hotline immediately if you see any transactions you believe to be unauthorised or would like to check other transaction details which are not displayed</p>				