

BEA Online Service Hours

All hours expressed below are in HONG KONG time (HKT).

General Service

Account / Service Type	Service Hours
Account Summary / Transaction History / Online Activities Enquiry	
Time Deposit Account (Enquiry)	
Credit Card Account ¹	
Foreign Exchange Margin Trading Account (Enquiry)	
Rate Enquiry	
Change PIN	
Overseas ATM Cash Withdrawal Settings	
Message	
Application for Demand Draft / Cashier Order	
Bills Payment / Donations	24 hours
Property Loans (Hong Kong)	
Consumer Loans	
MPF	
ATM Card ²	
Market Express	
Insurance	
e-Statement / e-Advice	
Personal Information	

Fund Transfer / Outward Remittance

Account / Service Type	Service Hours
Direct Remittance to BEA China Accounts (same currency)	24 hours
Direct Remittance to BEA China Accounts with foreign currency exchange ³	Mon - Fri [^] : 09:00 - 16:30
Direct Remittance to BEA UK Branch Accounts (same currency)	24 hours
Direct Remittance to BEA UK Branch Accounts with foreign currency exchange ³	Mon - Fri [^] : 09:00 - 15:00
Telegraphic Transfer (same currency)	24 hours
Telegraphic Transfer with foreign currency exchange	Mon - Fri [^] : 09:00 - 17:00
Fund Transfer to Other Banks (Hong Kong)	24 hours
Fund Transfer between BEA Accounts in Hong Kong	24 hours

Time Deposit

Account / Service Type	Service Hours
Deposit Enquiry	24 hours
HKD Placement ⁵	24 hours [*]
HKD Uplift	Mon - Sat [^] : 09:00 - 19:00
FCY Placement	Mon - Fri [*] : 09:00 - 19:00
FCY Uplift	Mon - Fri [^] : 09:00 - 19:00
Add or Edit Maturity Instruction ⁵	24 hours [*]

Gold Trading

Account / Service Type	Service Hours
Gold Trading	Mon - Fri [*] : 09:00 - 17:00
Gold Account Enquiry	24 hours

Linked Deposits ¹

Account / Service Type	Service Hours
Linked Deposit Account Enquiry	24 hours
Rate Enquiry:	
- Currency Linked Deposits	Mon - Fri*: 09:15 - 19:00
- Basket Equity Linked Deposits - with Callable and Optional Kick-in Features	Mon - Fri*: 10:00 - 15:45
- Single Equity Linked Deposits - with Callable and Optional Kick-in Features	Mon - Fri*: 10:00 - 15:45
- Barrier Touch Currency Linked Deposits	Mon - Fri*: 10:00 - 15:45
- Callable Interest Rate Index Linked Deposits	Mon - Fri*: 10:00 - 15:45
Order Placement:	
- Currency Linked Deposits	Mon - Fri*: 09:15 - 17:30
- Basket Equity Linked Deposits - with Callable and Optional Kick-in Features	Mon - Fri*: 10:00 - 15:45
- Single Equity Linked Deposits - with Callable and Optional Kick-in Features	Mon - Fri*: 10:00 - 15:45
- Barrier Touch Currency Linked Deposits	Mon - Fri*: 10:00 - 15:45
- Callable Interest Rate Index Linked Deposits	Mon - Fri*: 10:00 - 15:45

Foreign Exchange and Precious Metal Margin Trading Services Accounts

Account / Service Type	Service Hours
Foreign Exchange Margin Trading Account ⁴	Mon - Fri: 07:00 - 03:30 of the next day
FX and Precious Metal Margin Trading Services Account ⁴	
- FX & Precious Metals	Mon 07:00 - Sat 03:30
- FX Options	Mon - Fri: 09:00 - 03:00 of the next day

Remarks:

- Service hours may vary, subject to routine maintenance or other events. The Bank reserves the right to change the schedule without prior notice.
 - For linked deposits enquiries, please call 2211 1311 (during office hours)
 - For credit card related enquiries, please call "Credit Card 24-hour Customer Service Hotline" on (852) 3608 6628.
- For ATM card annual fee payment, online service hours is 7:00 a.m. to 9:00 p.m. from Monday to Friday and 7:00 a.m. to 3:00 p.m. on Saturday except public holidays.
- This service is not available on Public Holidays of Hong Kong, Mainland China or United Kingdom.
- For Foreign Exchange Margin Trading Account, only funds transfer and statement requisition are applicable. For foreign exchange dealing, please call "FX Margin Hotline" (852) 2211 1688. Please call FX Margin Hotline for enquires of trading hours on public holidays.
- For Time Deposit related service, please refer to the arrangements below:
Real Time Deposit "Placement" and "Add or Edit Maturity Instruction" are available from 9:00 a.m. to 7:00 p.m. on Monday to Saturday. Other than that, "HKD Time Deposit Placement Instruction" and "Schedule Add or Edit Maturity Instruction" will be available.

[^] Except Hong Kong public holidays

^{*} Except Hong Kong public holidays, typhoon signal no.8 or above is issued, black rainstorm or extreme conditions warning is in effect

BEA Online service hours may vary, subject to routine maintenance or other events. Please refer to our **system maintenance schedule** for details. The Bank reserves the right to change the schedule without prior notice.