

FAQs

(Updated: 10 Mar 2021)

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1 General

1.1 General

Q1.1.1 What is Foreign Exchange and Precious Metal Margin Trading Services?

Foreign Exchange and Precious Metal Margin Trading is a type of leveraged trading that allows you to buy and sell foreign currencies and precious metal worth up to 16 times your margin deposit. In other words, the margin deposit required to open a position is only 6% of the contract amount.

Q1.1.2 What is the minimum deposit amount required by BEA to open an account for Foreign Exchange and Precious Metal Margin Trading Services?

The minimum deposit amount is US\$5,000 (or its equivalent).

Q1.1.3 What is the initial margin requirement to open a position?

The initial margin requirement for a new customer is 8%.

Q1.1.4 What is the minimum transaction amount for Foreign Exchange and Precious Metal Margin Trading Services?

For FX margin trades, the minimum transaction amount is 50,000 of the first currency in a contract.

For Spot Gold margin trades, the minimum transaction amount is XAU 50 oz.

Q1.1.5 What are the trading hours?

The trading hours for the internet and phone channels are as follows:

Regular hours (HK time)

FX & Precious Metal: Monday 7:00 a.m. to Saturday 3:30 a.m.

Public holidays

Trading hours will be announced for each channel separately when Hong Kong and other major financial markets are closed. Please contact the FX Margin Hotline on 2211 1688 or visit the BEA website at www.hkbea.com for details.

Q1.1.6 Is any commission charged on a trade?

BEA does not charge any commission on a trade.

Q1.1.7 What is the currency used for settlement?

Foreign Exchange and Precious Metal Margin Trading Services is settled in US dollars.

Q1.1.8 What is the interest receivable/payable for an outstanding position?

At the end of each trading day, outstanding positions will be rolled over to a new value date. Calculation of the interest receivable/payable is based on the difference between the interest rates for the currency pair of the outstanding position, where the financial impact is presented through the adjustment of the position rate. For details, please contact the FX Margin Hotline on (852) 2211 1688.

Q1.1.9 Do I receive any interest for deposits that are pledged for Foreign Exchange and Precious Metal Margin Trading Services?

You will receive interest on the deposits in your Multi-currency Statement Savings Account or Time Deposit Account. Please call the FX Margin Hotline on (852) 2211 1688 for more details.

Q1.1.10 What is the margin call level?

The margin call level is 5%. When a client's margin ratio falls below 5%, he/she will receive a margin call to top up his/her funds.

Q1.1.11 What is the margin cut level?

The margin cut level is 3%. When a client's margin ratio falls below 3%, his/her position will be liquidated at the Bank's discretion.

Q1.1.12 What does "lock position" mean?

To "lock position" is to create a position of the same notional amount but in the opposite direction to the original position. The original position will not be liquidated when you lock position.

Q1.1.13 Will a locked position consume margin?

No, it will not consume additional margin. The margin required for a pair of locked positions will be calculated based on the position with the larger exposure.

Q1.1.14 Will I receive a statement after a transaction has been completed?

Whether you trade by phone or via the internet, you will receive daily and monthly statements. You can receive paper statements, electronic statements, or both.

If you have registered for e-statements for Foreign Exchange and Precious Metal Margin Trading via Cyberbanking, you can view your latest e-statement by selecting "Statement/Advice" under "Accounts" in Cyberbanking - Internet.

Q1.1.15 What is "1/10 of pip" for internet FX margin trading?

Pip is the abbreviation of "price interest point". One pip of most currency pairs refers to the 4th decimal place of the currency pairs, so 1/10 pips is the 5th decimal place. While one pip of currency pairs involves JPY refer to the 2nd decimal place of the exchange rate, then 1/10 pips is the 3rd decimal place. Examples are given as follows:

AUD/USD 0.71505 USD/JPY 120.505

1.2 Orders

Q1.2.1 How are orders executed?

For limit/stop buy or sell orders, when the platform offer or bid reaches the order price, the order will be executed. Please note that for stop loss orders, the price at the time of execution may be worse than the order price.

Q1.2.2 What types of orders can I place?

You can place: 1) single limit/stop loss orders, 2) one-cancels-the-other ("OCO") orders, 3) if done orders, and 4) if done one-cancels-the-other ("If Done OCO") orders.

Q1.2.3 How long can each order last?

Your orders can be good till end of day, good till weekend, or good till cancel.

Q1.2.4 How do I know if BEA has received my order?

You will receive an order reference number after you have confirmed your order. Please note that order execution may be adversely affected by hectic market conditions, system delays, bandwidth, or other circumstances beyond BEA's control.

Q1.2.5 Will I be notified upon an order execution, margin call alert, or margin cut alert?

You will receive an SMS and/or email if you have subscribed to our automated notification service.

Q1.2.6 Can I close out a position when I amend an order?

No. You need to cancel the old order and place a new order if you want to close out a position.

1.3 Collateral/Settlement Account

1.3.1 What are the benefits of the enhanced collateral and settlement function for Foreign Exchange and Precious Metal Margin Trading Services?

The enhanced function enables you to integrate collateral placing and settlements for your account via a single Multi-currency Statement Savings Account, giving you more flexibility to manage your funds for foreign exchange and precious metal margin trading.

1.3.2 If my Multi-currency Statement Savings Account has been designated as the collateral and settlement account for my Foreign Exchange and Precious Metal Margin Trading Services Account, can I withdraw or transfer funds from this account?

As long as the collateral balance in your Multi-currency Statement Savings Account is above the required margin level, you can withdraw and transfer money from the account. However, if the withdrawal or transfer amount will cause the collateral balance to drop below the required margin level, the transaction will be rejected.

1.3.3 Can I change the collateral or settlement account for Foreign Exchange and Precious Metal Margin Trading Services?

To change the collateral or settlement account, you need to ensure that the new account(s) have sufficient collateral balance to maintain the required margin level. If not, the request will be rejected. If you need to change your collateral or settlement account, please visit a BEA branch and fill in the relevant forms.

1.3.4 What account types can I use as my collateral/settlement account?

You can use a Multi-currency Statement Savings Account for both collateral and settlement. You can use a Time Deposit Account for collateral only.

1.3.5 If I have changed the collateral and/or settlement account for my Foreign Exchange and Precious Metal Margin Trading Services Account, when will the new account(s) be effective?

When a Multi-currency Statement Savings Account is designated as the new collateral and settlement account, it will be effective for collateral and settlement purposes immediately.

When a Time Deposit Account is designated as the new collateral account, it will be effective within five working days.

1.3.6 I currently use a time deposit account for collateral. How can I enjoy the enhanced collateral and settlement function?

To use the enhanced function, please visit any BEA branch, open a new Multi-currency Statement Savings Account, and designate this account as the collateral and settlement account for your Foreign Exchange and Precious Metal Margin Trading Services account. For further information, please call the FX Margin Hotline on (852) 2211 1688.

2. Cyberbanking Related Questions

Q2.1 Can I register the same mobile phone number for multiple Foreign Exchange and Precious Metal Margin Trading Services Accounts?

Each mobile number can be registered with one Cyberbanking account only. To use the same mobile phone number for multiple Foreign Exchange and Precious Metal Margin Trading Services accounts, please register these accounts under the same Cyberbanking account.

Q2.2 How can I access the internet margin trading platform?

Before you can access the internet margin trading platform, you need to open a Cyberbanking account and an account for Foreign Exchange and Precious Metal Margin Trading Services. Once you register your Foreign Exchange and Precious Metal Margin Trading Services account as a related account under your Cyberbanking account, you can access the Internet margin trading platform. For more details, please visit any BEA branch.

Q2.3 How can I deposit funds into my Foreign Exchange and Precious Metal Margin Trading Services Account?

To deposit funds, please visit any BEA branch or log in to your Cyberbanking account.

Q2.4 Are there situations when I am not allowed to place orders via the internet margin trading platform?

Yes, you will not be allowed to place orders when:

- i. Your buy/sell order rate falls beyond or too close to a certain number of pips of the market price or the first order price. The number of pips allowed for order placement varies with different contract pairs.
- ii. The notional amount of the order is greater than the maximum order size allowed.
- iii. The currency pair is suspended.
- iv. You do not have a sufficient free margin or trade limit.

Q2.5 What will happen to my positions if my margin ratio reaches the margin cut level?

Your positions will be liquidated at BEA's discretion. Clients should be aware of the risks of margin trading.

3. BEA App and Mobile Banking Related Questions

Our Bank has prepared an FAQ for the BEA App and also Mobile Banking.

Please refer to BEA webpage > Personal Banking > BEA App > FAQs or the following link for details.

<http://www.hkbea.com/html/en/bea-app-faqs.html>

For the FAQ specific to “Mobile Banking/ registration of Mobile Phone”, please refer to “Mobile Banking” section from the following link for details.

<http://www.hkbea.com/html/en/bea-app-faqs.html>

4. Trading Platform Related Questions

4.1 Internet Margin Trading Platform

Q4.1.1 What services are available under the internet margin trading platform?

This sub-function allows you to obtain the following information:

- FX / Precious Metal Margin Collateral Balance
- FX / Precious Metal Margin Position
- FX / Precious Metal Margin Order Trail
- FX Commentary / Trader's Corner

In addition, you can access the internet margin trading platform to make foreign exchange margin and precious metal margin trades.

Q4.1.2 Which currency pairs can I trade via the internet margin trading platform?

All of the currency pairs listed in our "Product Information" page (<http://www.hkbea.com/html/en/bea-investment-service-product-information.html>) are available on internet margin trading platform. Please refer to the page for the updated list and its respective minimum contract size

Q4.1.3 How many currency pairs can be displayed on the rate panel?

You can choose to display up to 20 currency pairs.

Q4.1.4 What is the function of the idle time logout?

For security reasons, the trading platform session will be terminated automatically after a certain period of idle time. You may set your preferred length of idle time under "preferences" before your session is automatically terminated. The maximum allowable idle time is 120 minutes.

Q4.1.5 What is an RFQ?

RFQ stands for "request for quote". You can send dealers a request for a quote for a large spot FX and precious metal transaction.

Q4.1.6 Is there any way to receive price alerts?

Yes, you can set a target price at which the system will send a price alert to you via email and/or SMS.

Q4.1.7 How many price alerts can I set up on the internet margin trading platform?

Fifteen price alerts are allowed for each account per day, excluding margin call, margin cut, and order execution alerts. Please note that filled price alerts are counted and the quota will only be released on the next day.

Q4.1.8 What is a tolerance level?

A tolerance level is the maximum number of pips that the execution price may deviate from the price when you commit a transaction. For example, if AUD/USD is quoted at 0.9040-48 and the tolerance level is set at 10 pips, then the customer selling rate range is from 0.9030 to 0.9050 and the buying rate range is from 0.9038 to 0.9058.

Q4.1.9 How do I close out open positions?

If you create a new deal under the rate panel in the opposite direction of your open position, the position will be closed out automatically, and the position with maximum profit generated will be selected in the event that several positions are opened. Alternatively, you can click "Close Out" under "Open Positions" under "Position Management" to square off your selected position.

Q4.1.10 Can I view charts on the internet margin trading platform?

Yes, you can view charts via the platform.

Q4.1.11 What time periods do your chart function offer?

We offer 1 min, 5 min, 10 min, 15 min, 30 min, 1 hr, 2 hr, 4 hr, daily, weekly, and monthly charts.

Q4.1.12 Will the data shown in the chart be updated/refreshed automatically?

This depends on your PC. If you have proxy settings, the data will only be updated periodically. Otherwise you should be able to view real-time chart data updates.

For quick chart, please refer to Q5.1.10

Q4.1.13 What is “contract-specific preset amount”?

To save time in deal amount input, you can now specify the deal amount of specific currency pairs in advance on internet margin trading platform. Once set, the deal amount field will be automatically filled with the preset amount when you have transaction on the specific currency pairs.

The setup can be found under “Preferences” > Contract Selection. Please note that if you do not fill in the preset amount, or set the amount as zero, there will be no automatic pre-fill of the deal amount. Please also note that this setting applies to mobile margin trading platform as well, while this setup cannot be changed in mobile margin trading platform.

Please also note that contract-specific amount is different from those under “Preset” button, which is next to deal amount field. The preset amounts under “Preset” button are shared by all currency pairs and there is also no auto-filling for those preset amounts. Please also read Q5.1.9 for further details.

4.2 Mobile Margin Trading Platform

Q4.2.1 What services are NOT available under the mobile margin trading platform, compare to internet margin trading platform?

To suit the simplicity of design on mobile phone, some functions in Internet margin trading platform is not included in mobile margin trading platform:

- Modify contract-specific preset amount (usage is still available)
- Demo and FAQ (still available on BEA webpage)

Note that there is a session idle timeout setting on mobile margin trading platform, but it is a separate setting from the internet margin trading platform. The list and the order of currency pair display on mobile margin trading platform is also separate from Internet margin trading platform.

5. Technical Questions

5.1 General

Q5.1.1 What information do I need to provide when there is technical issue in accessing internet margin trading platform?

To speed up our checking, please provide the following information if possible:

- Error message you have seen, if any, and the actions before error message.
- Operating system version (e.g. Windows 7, iOS 8)
- Browser version (e.g. IE 8, Chrome 45)
- Java setting in IE and Control Panel (for IE 7-8 users) (for details, refer to 5.2)
- Connection (home or office network)

Q5.1.2 What is the recommended memory size for a PC to access the internet margin trading platform?

To ensure timely delivery of real-time rate updates from the system server, we recommend that your PC has at least 2 GB of memory.

Q5.1.3 How can I access the internet margin trading platform?

You should use a secure-capable browser with TLS encryption technology. Our site is best viewed at 1024 x 768 screen resolution with Internet Explorer 7.0+, but other browsers such as Safari for MAC (6+) and iPad (iOS 7+), Firefox (31+) and Chrome (40+) are also supported.

Please note that for IE users, Compatible View should be disabled/removed in order to have proper screen layouts in position management panels. For details, please refer to Section 5.2.

Please note that for Chrome users, the “Minimum font size” of the Chrome browser has to be adjusted from the default 12pt to 10pt or lower (6pt for the best).

In addition to Desktop / laptop computers, you may also use tablet devices to access to Internet Margin. For details, please refer to Section 5.3.

For details on TLS setting, please refer to Section 5.2.

Q5.1.4 What email address or mobile phone number will notifications be sent to?

Notifications will be sent to the email address and/or mobile phone number on record for your Cyberbanking account.

Q5.1.5 Is my personal information secure when I use the internet margin trading platform?

To ensure that your personal information is secure at all times, we have employed several security measures, which include:

- i. Transport Layer Security (TLS) encryption protocol.
- ii. Authentication of account number and password: to log in to Cyberbanking, customers must enter their password using a moving number onscreen keypad.
- iii. Automatic logoff if no activity is detected after the user-defined timeout period (1 - 180 minutes).

Q5.1.6 How can I clear the disk cache in Internet Explorer?

To enhance the performance of your computer when using the internet margin trading platform, you should clear the cache regularly by following these simple steps:

- i. Open the "Tools" menu and select "Internet Options"
- ii. Select "General" and then "Temporary Internet files"
- iii. Click "Delete Files"
- iv. Click the box beside "Delete all offline content"
- v. Click "OK"

Q5.1.7 Can I keep my preferred screen layout?

To facilitate your usage, the following layout setting can be saved:

- Show account info, quick chart, or neither;
- Show position management, order management or news section

You have to select Preferences > Layout Setting > tick "Save page layout upon exit" > Click "Apply" to keep the last layout that you used before log out internet margin trading platform,

Q5.1.8 What is "System Default Layout"?

System default layout is to show a 4x2 rate panel, account info and position management section.

Q5.1.9 What is the use of the "Preset" button?

It stores 9 default values which you can click to choose and fill in the contract amount accordingly. These 9 default values are shared by all contract pairs. You can click "Edit" on the upper right corner of the preset window for changing the default values.

Q5.1.10 How often is the quick chart updated?

The data is updated on minute-basis, with update time shown next to the word "Delayed Chart". To refresh data of the same quick chart, you have to click the red area of the corresponding contract pair again.

Q5.1.11I clicked chart and it is not shown. Why?

It may be due to the pop-up chart window being blocked. Please turn off the pop-up blocker of the browser and retry. For setting of Safari in iPad, please refer to Q5.4.3 below.

5.2 Java related (for IE 7 and 8)

Q4.2.1 What is the Java Runtime Environment ("JRE") requirement on PC and iPad?

For iPad, there is no JRE requirement. For PC, it depends on browser and its version. Please refer to the table below for details:

Browser	JRE requirement
IE 7-8 on PC	JRE required
IE 9+ on PC	JRE not required
Other browsers on PC	JRE not required
iPad	JRE not required

Q5.2.2 What is the JRE version required for the internet margin trading platform?

You need to use v1.5.0_07 or later.

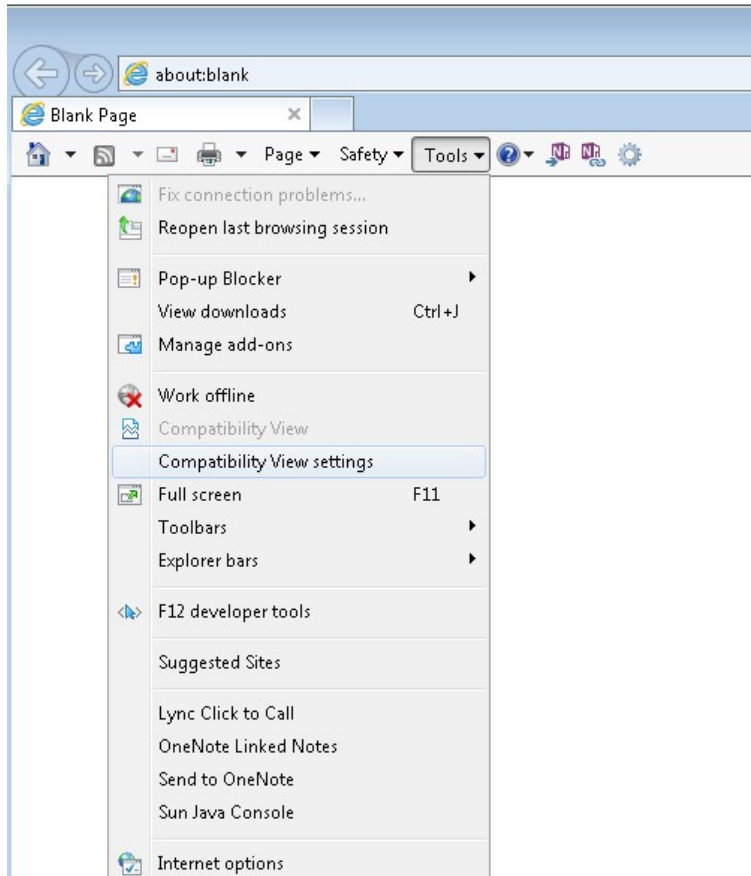
Pre-requisites for Access to BEA FX Margin Trading System

1. Internet Explorer 7.0 or above installed
2. [Compatibility view setting enabled \(applies to IE 8\)](#)
3. [Javascript enabled on browser](#)
4. [Java enabled on browser](#)
5. [Latest JRE installed](#)
6. [Java enabled through Java Control Panel](#)
7. [Exception site list configured through Java Control Panel](#) *[Optional for JRE 7u51 (current release), but could be required for later JRE releases]*
8. [Running applet loaded from FEM page](#)

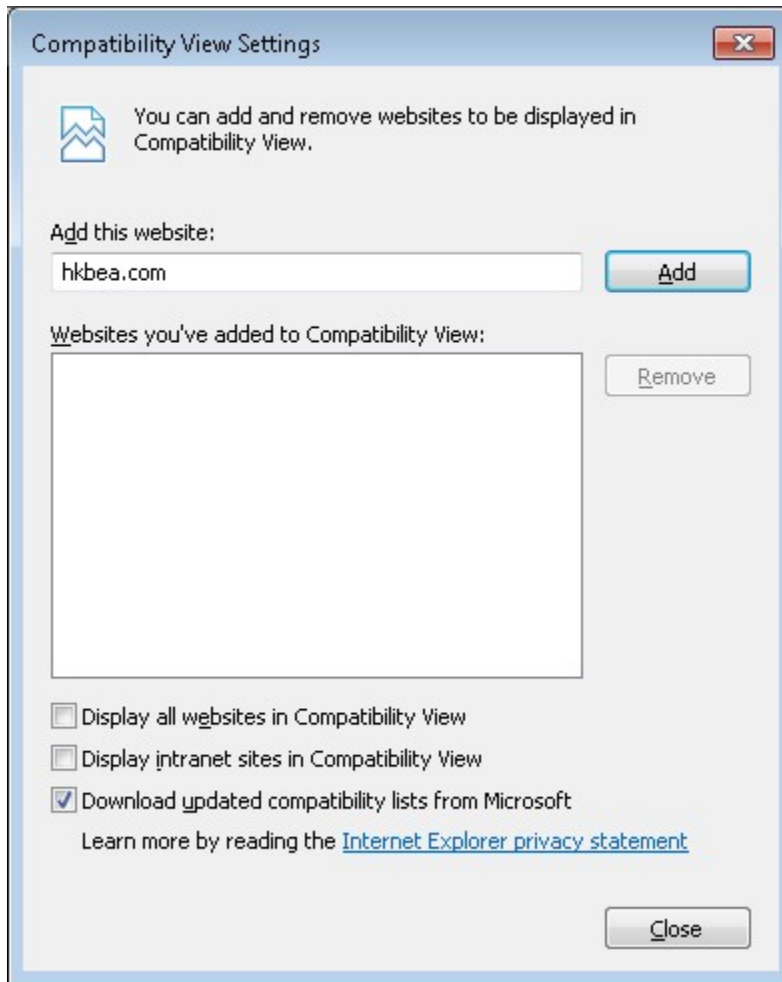
Disable Compatibility View Setting

** Applies to IE 8*

1. Open Internet Explorer.
2. Select [Tools] > [CompatibilityView settings] from menu bar.



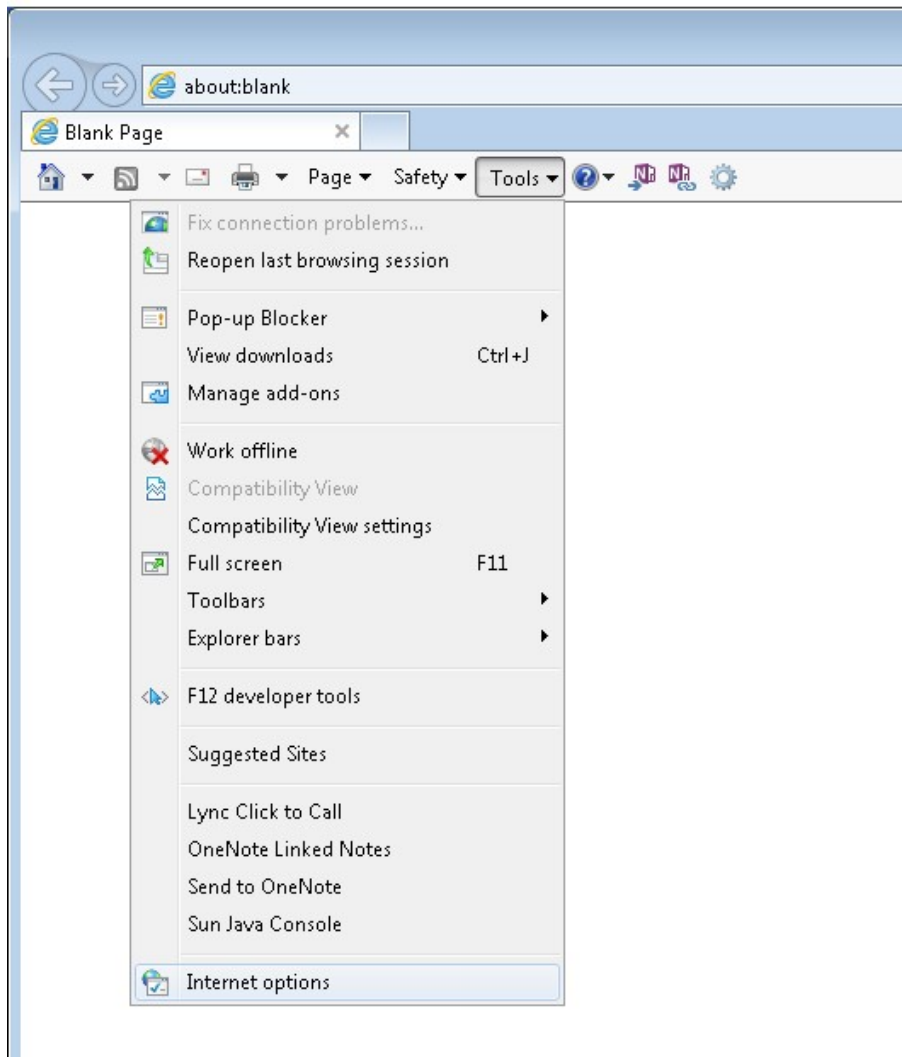
3. Uncheck the option of “Display all websites in Compatibility View”. If “hkbea.com” has already been added into Compatibility View, please click the “remove” button to remove it. Afterwards, click the “Close” button.



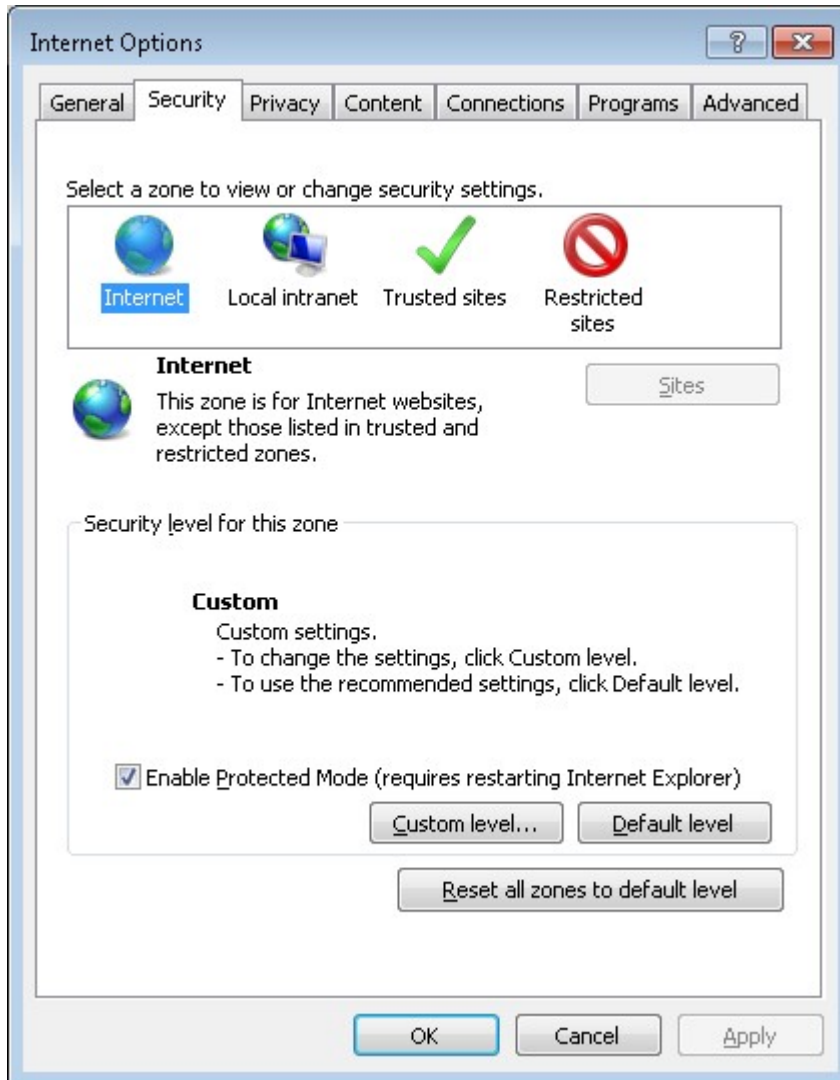
Enable Javascript on Browser

Reference: <http://support.microsoft.com/gp/howtoscript>

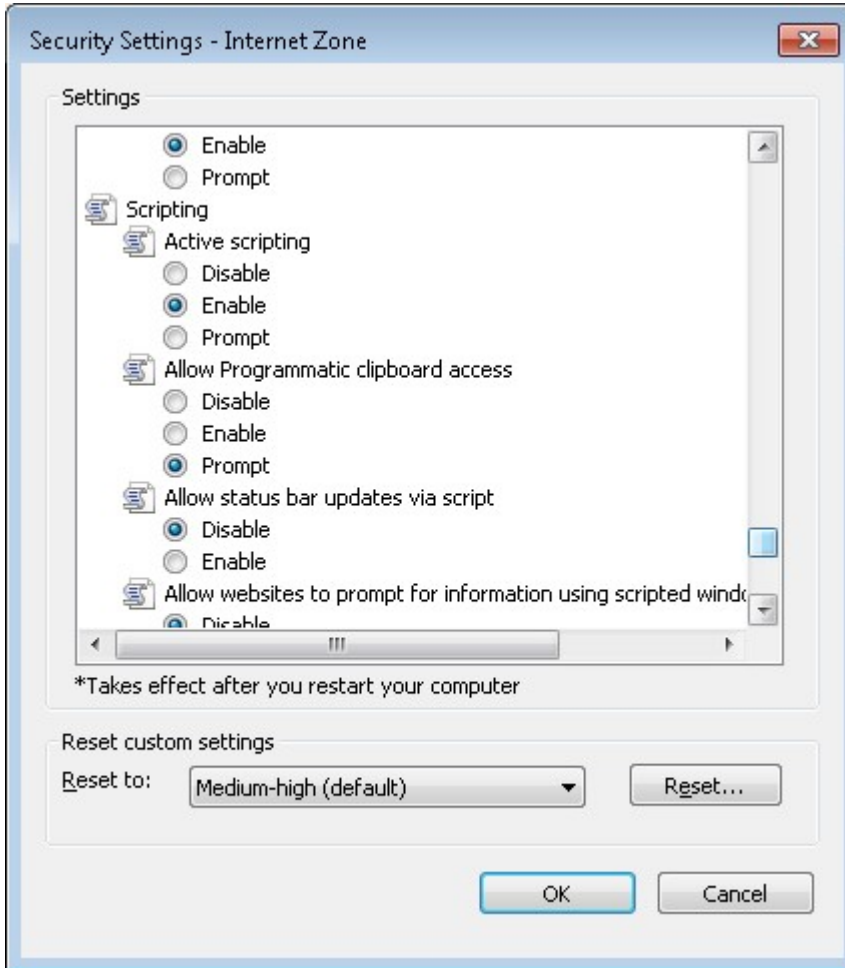
1. Open Internet Explorer.
2. Select [Tools] > [Internet options] from menu bar.



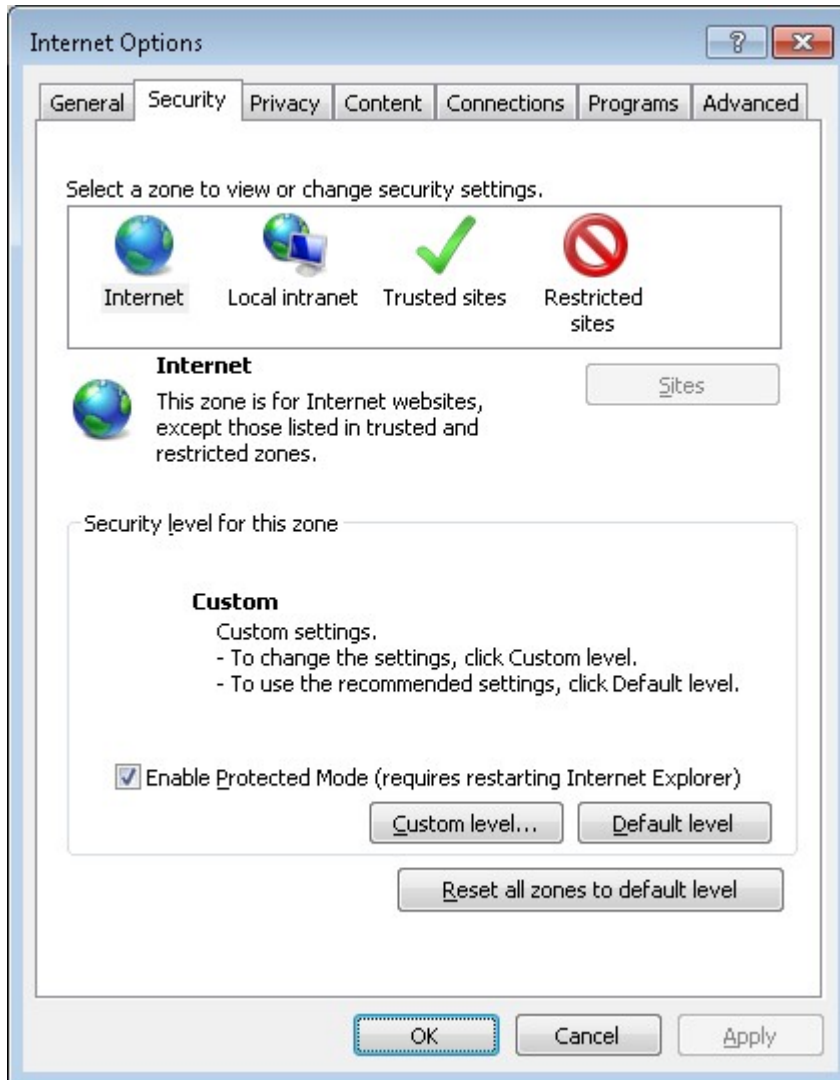
3. Switch to [Security] tab. Select [Internet] zone and click [Custom level...].



4. Click [Enable] for [Active scripting] under [Scripting]. Click [OK].



5. Click [OK] .

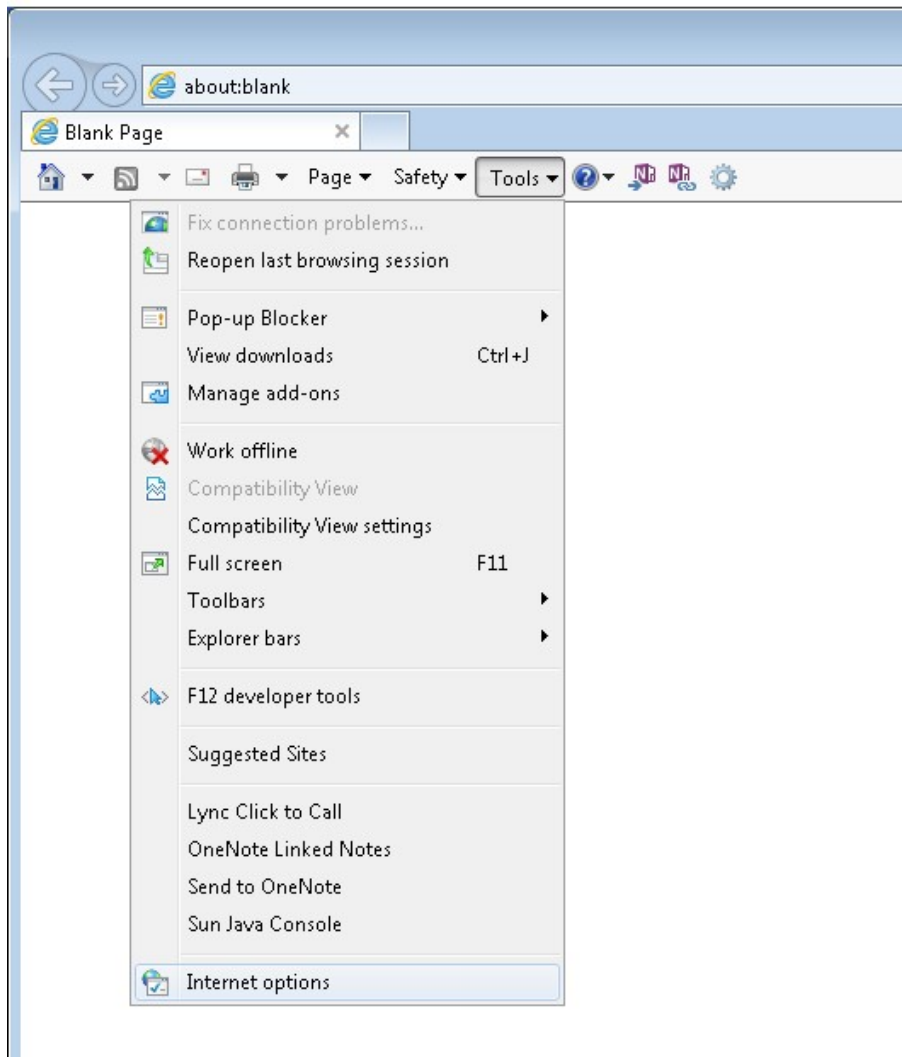


6. Restart browser to make changes effective.

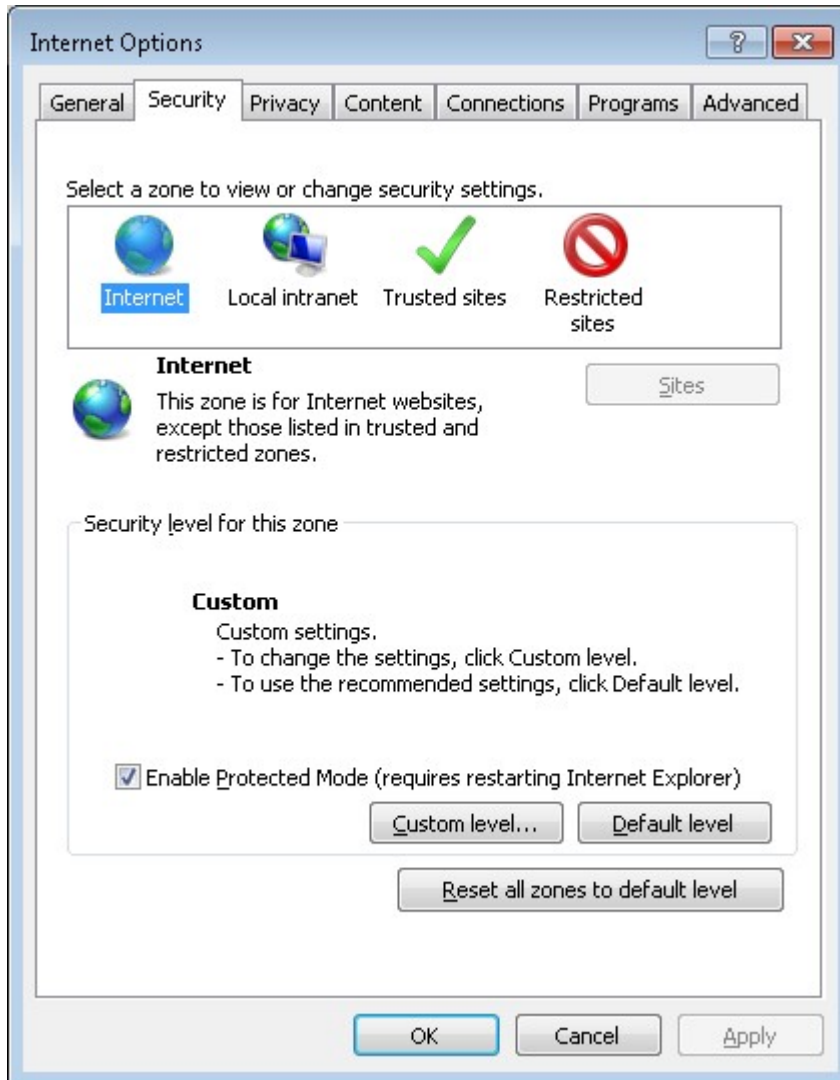
Enable Java on Browser

Reference: https://java.com/en/download/help/enable_browser.xml

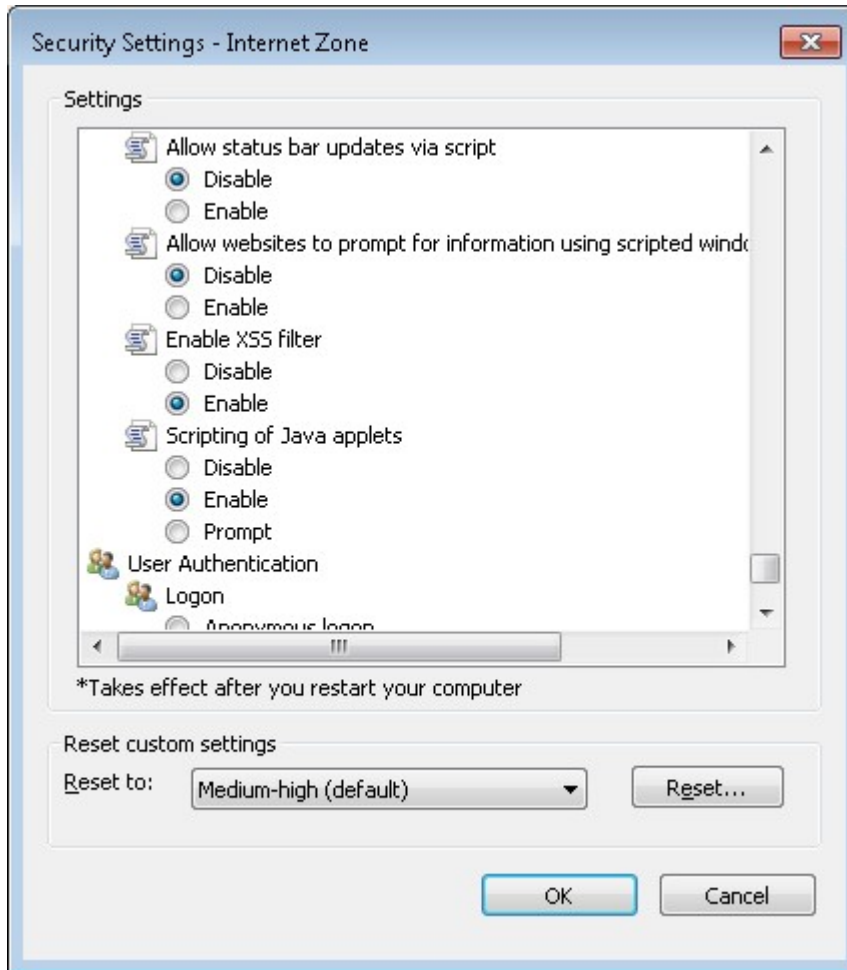
1. Open Internet Explorer.
2. Select [Tools] > [Internet options] from menu bar.



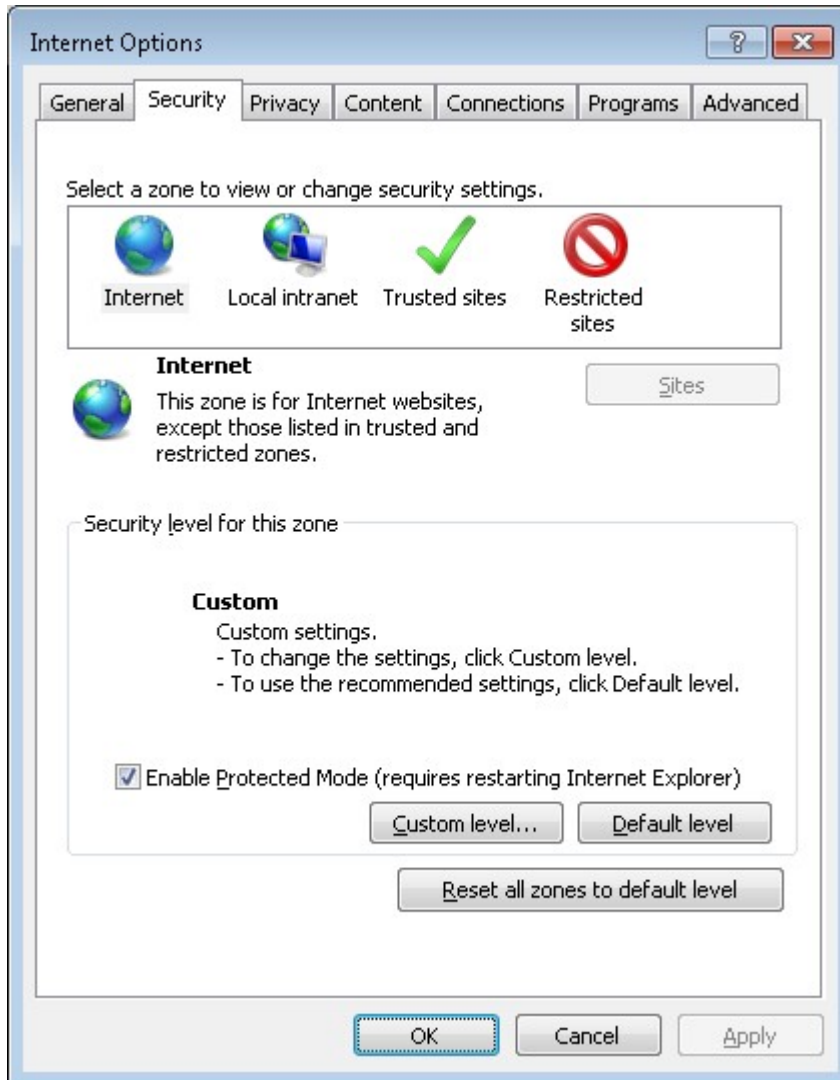
3. Switch to [Security] tab. Select [Internet] zone and click [Custom level...].



4. Click [Enable] for [Scripting of Java applets] under [Scripting]. Click [OK].



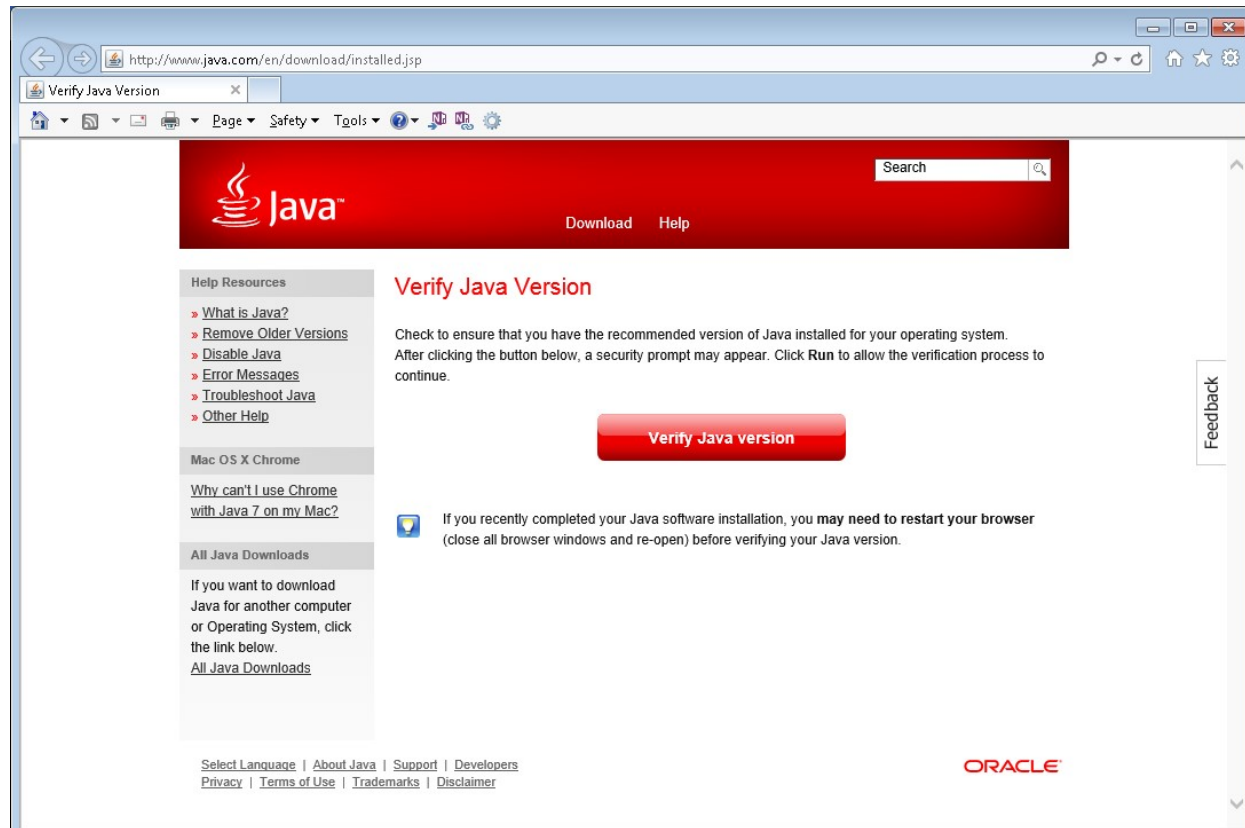
5. Click [OK] .



6. Restart browser to make changes effective.

Install Latest JRE

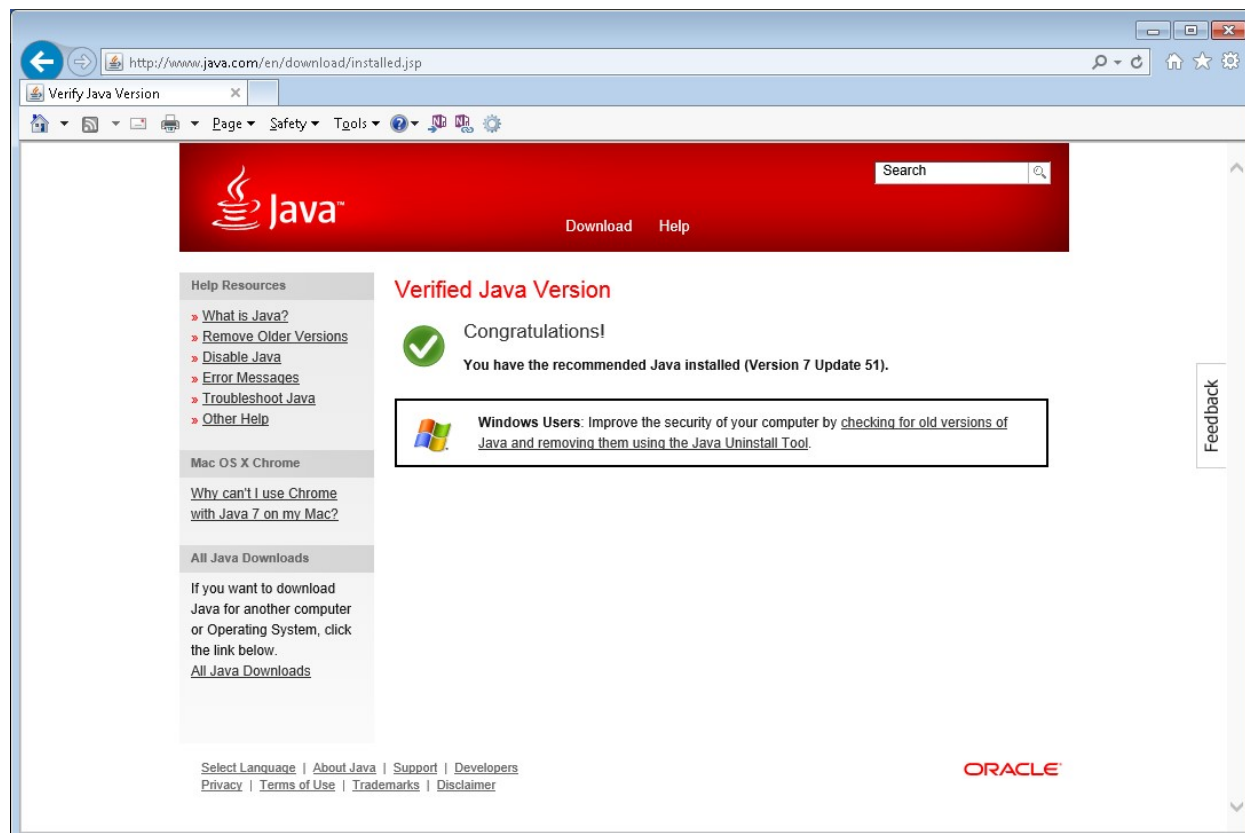
1. Verify that latest JRE has been installed.
 - a. Open browser and go to <http://www.java.com/en/download/installed.jsp>. Click [Verify Java version].



- b. Click [Run] if the following dialog is prompted.



c. Following page would be shown if latest JRE has been installed,.

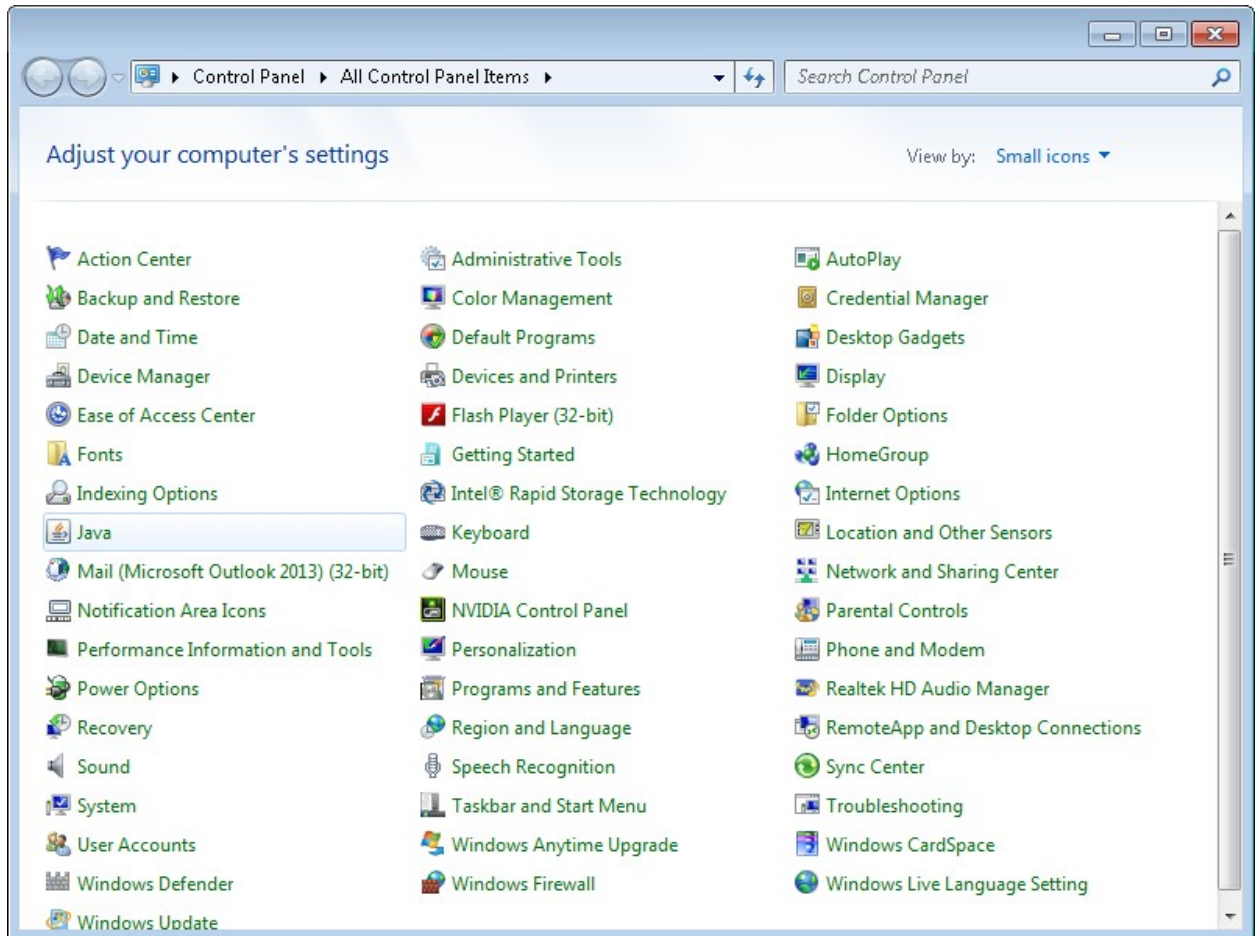


2. If verification is not successful, download latest JRE from <http://java.com/en/download/index.jsp> and install it as instructed.
3. After installation, perform step #1 again for verification (browser restart is required).

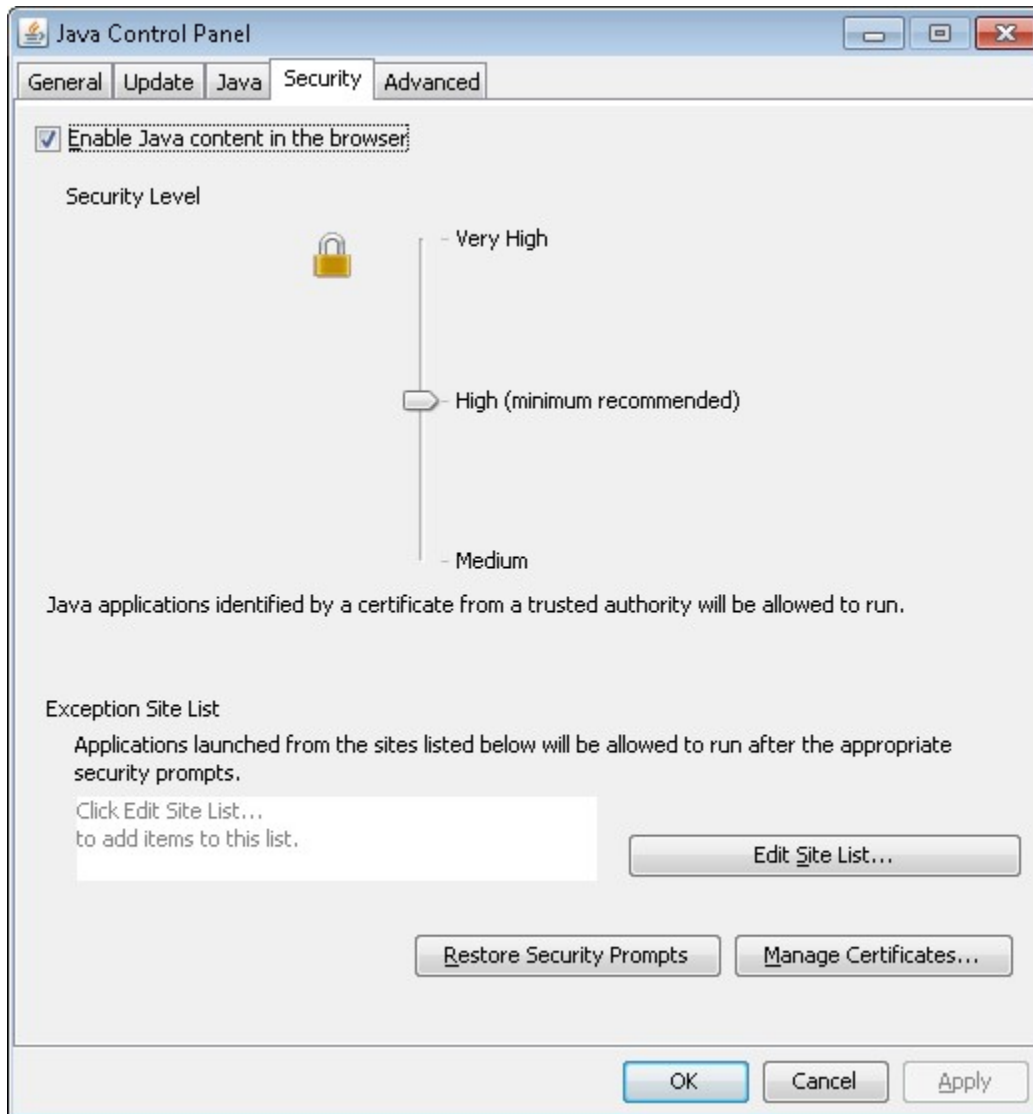
Enable Java through Java Control Panel

Reference: http://java.com/en/download/help/enable_panel.xml

1. Open Java Control Panel by selecting [Java] from Control Panel.



2. Switch to [Security] tab. Make sure [Enable Java content in the browser] is checked. Click [OK].

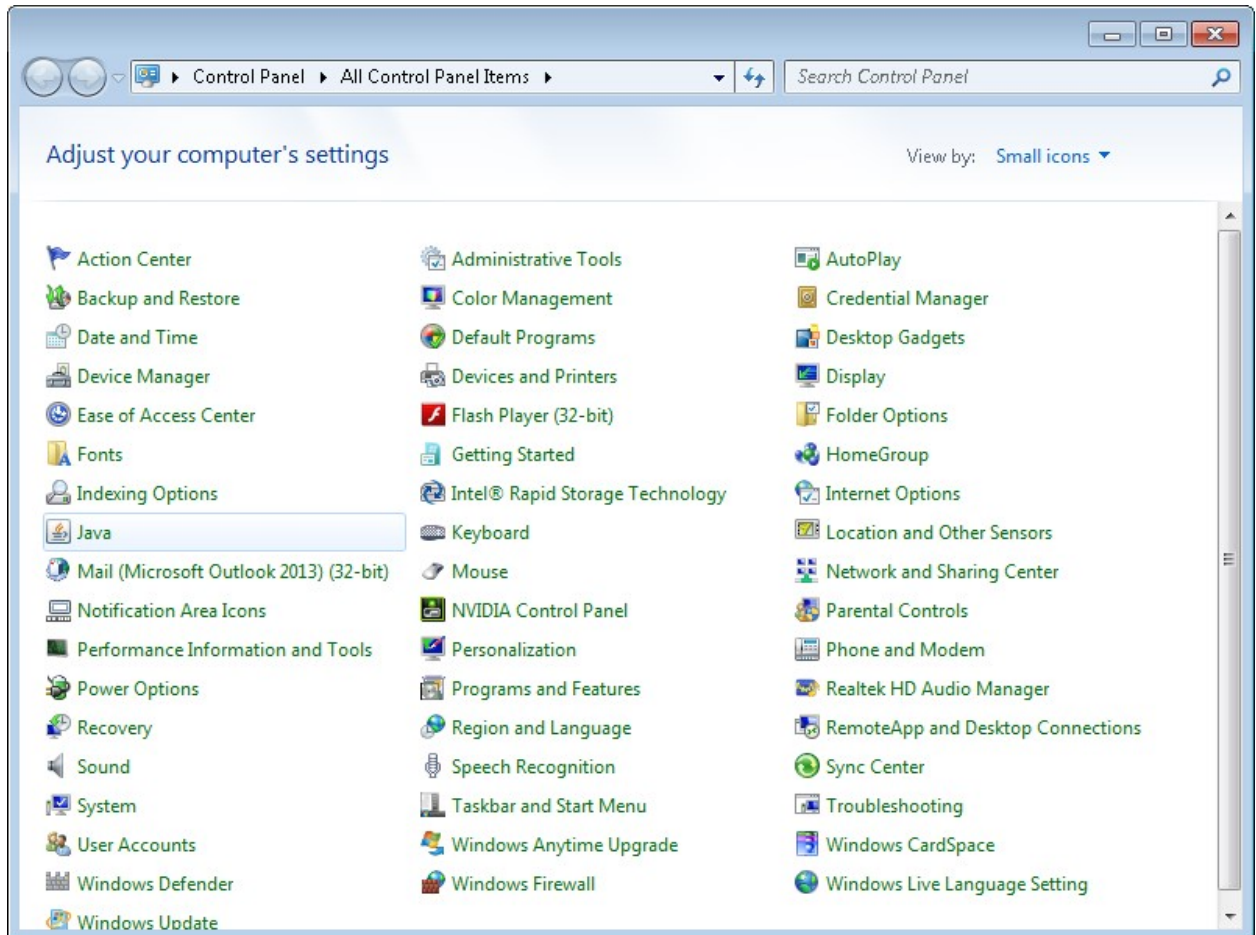


3. Restart browser to make changes effective.

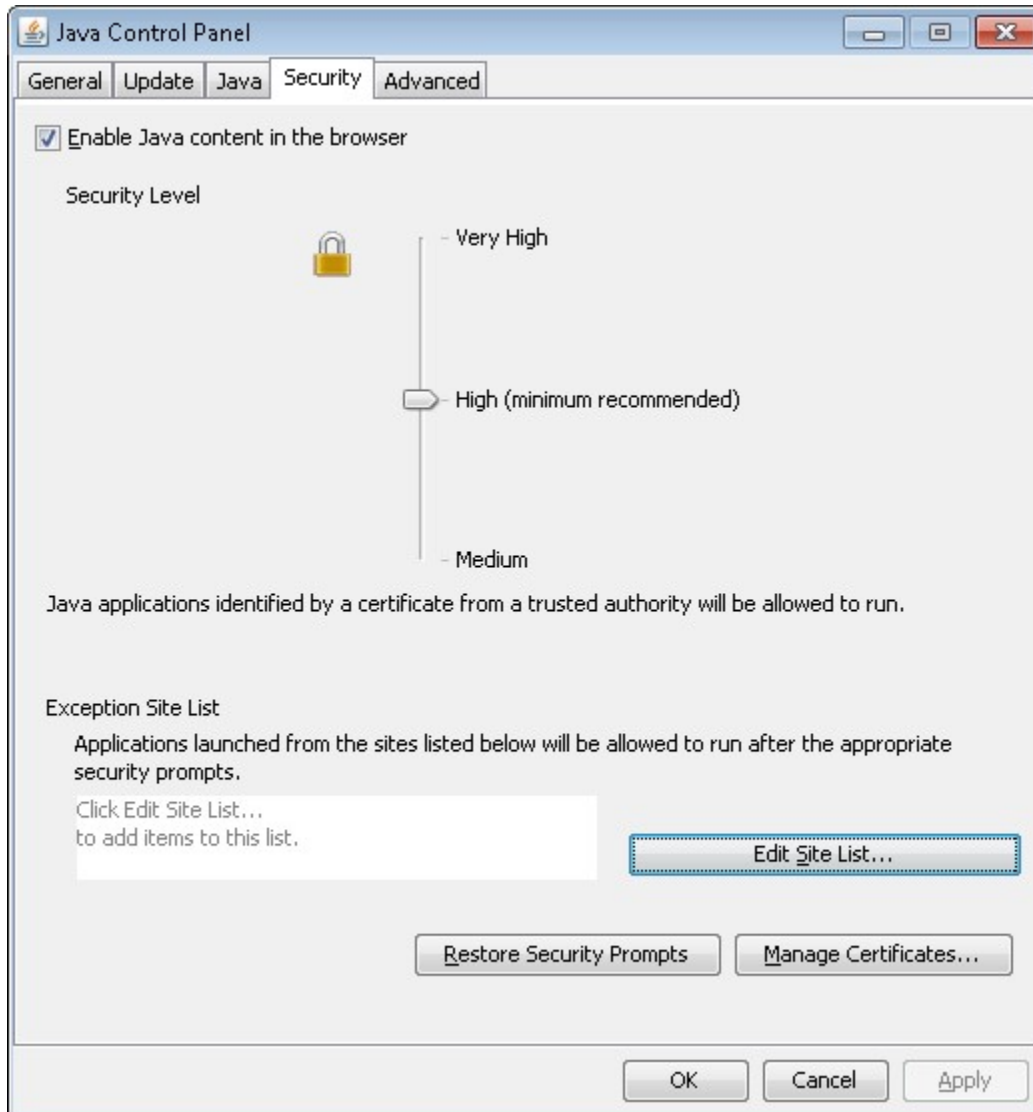
Configure Exception Site List through Java Control Panel

Reference: https://java.com/en/download/faq/exception_sitelist.xml

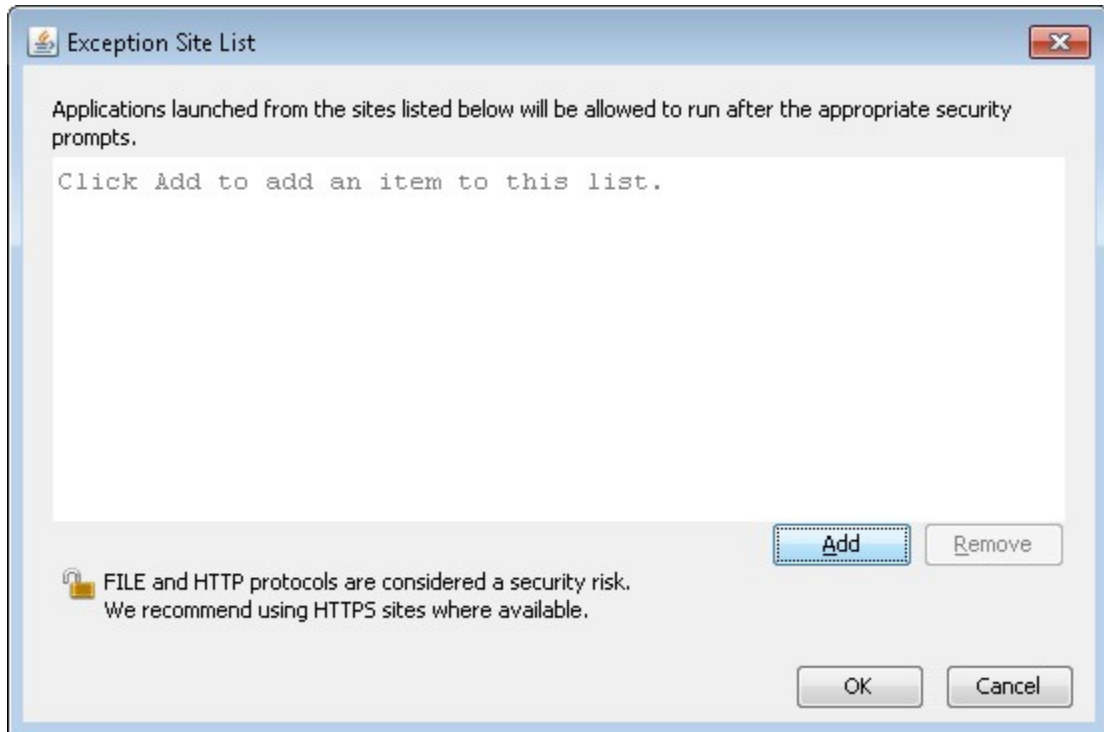
1. Open Java Control Panel by selecting [Java] from Control Panel.



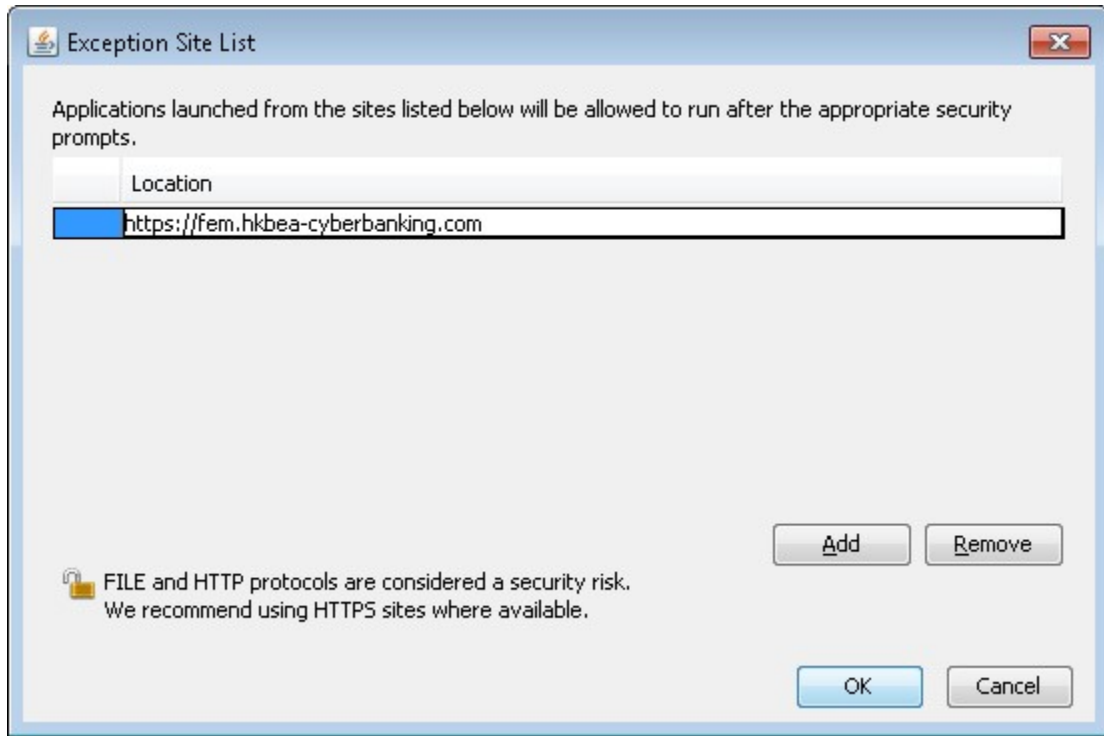
2. Switch to [Security] tab. Click [Edit Site List...].



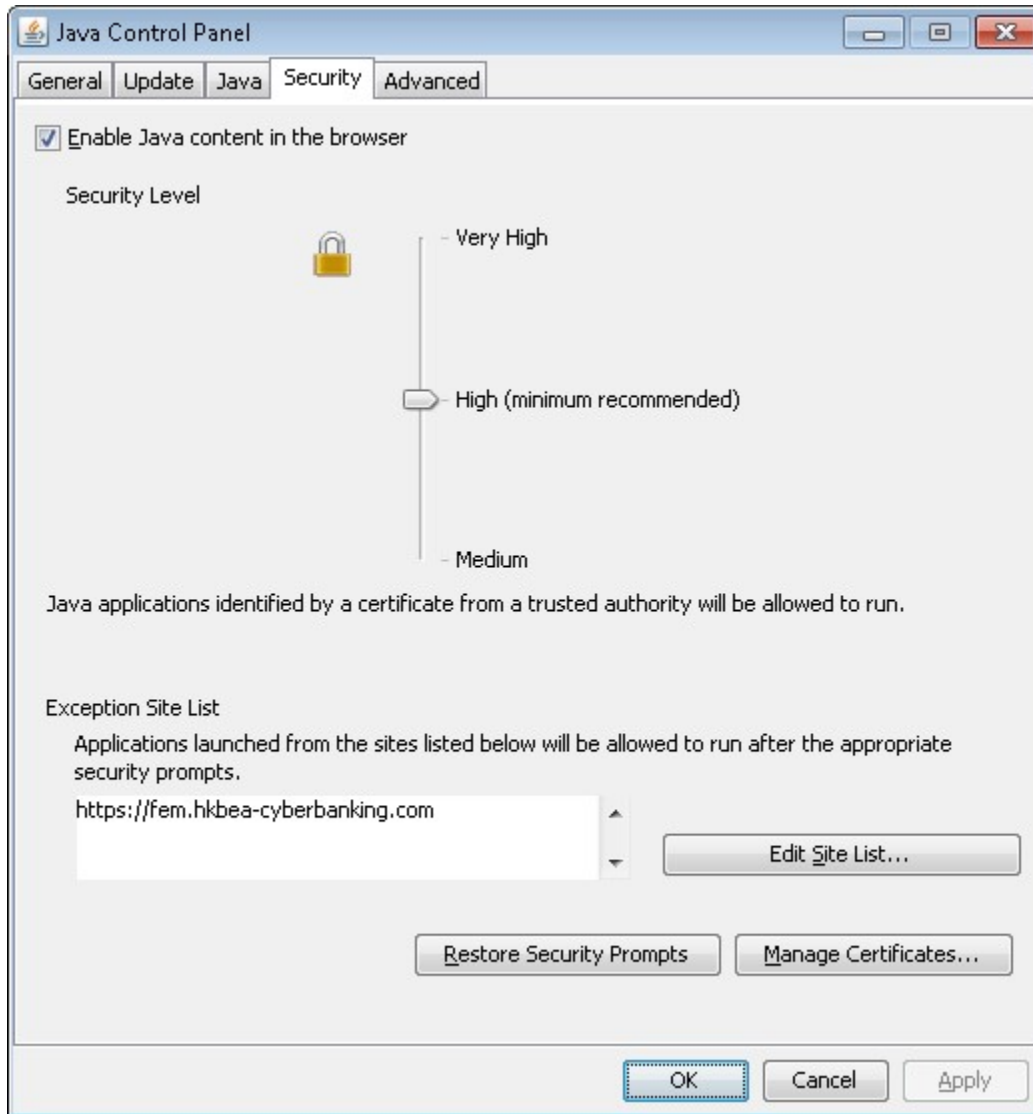
3. Click [Add].



4. Enter [<https://fem.hkbea-cyberbanking.com>] in [Location]. Click [OK].



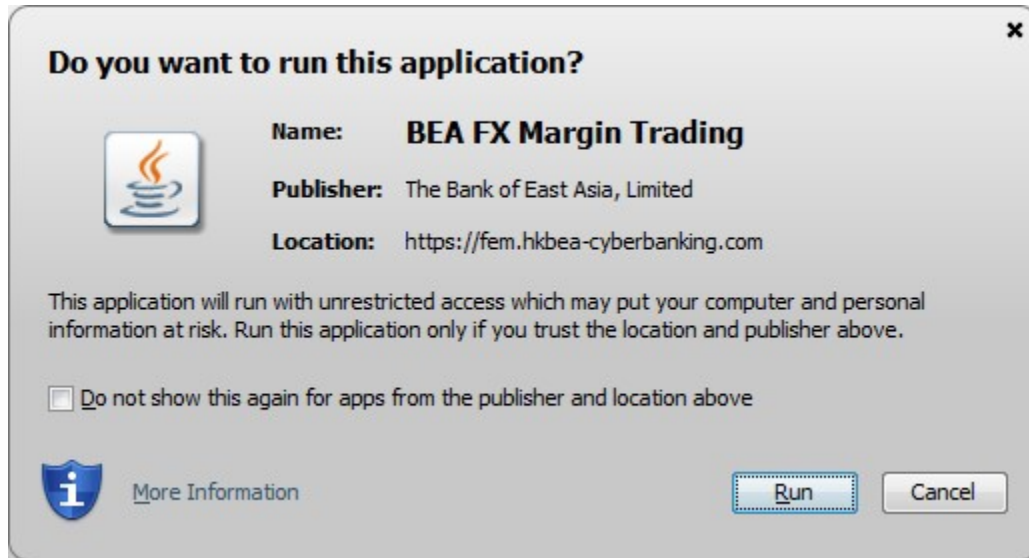
5. Click [OK].



6. Restart browser to make changes effective.

Running Applet Loaded from FX Margin Trading Page

1. Click [Run] if the following dialog is prompted.

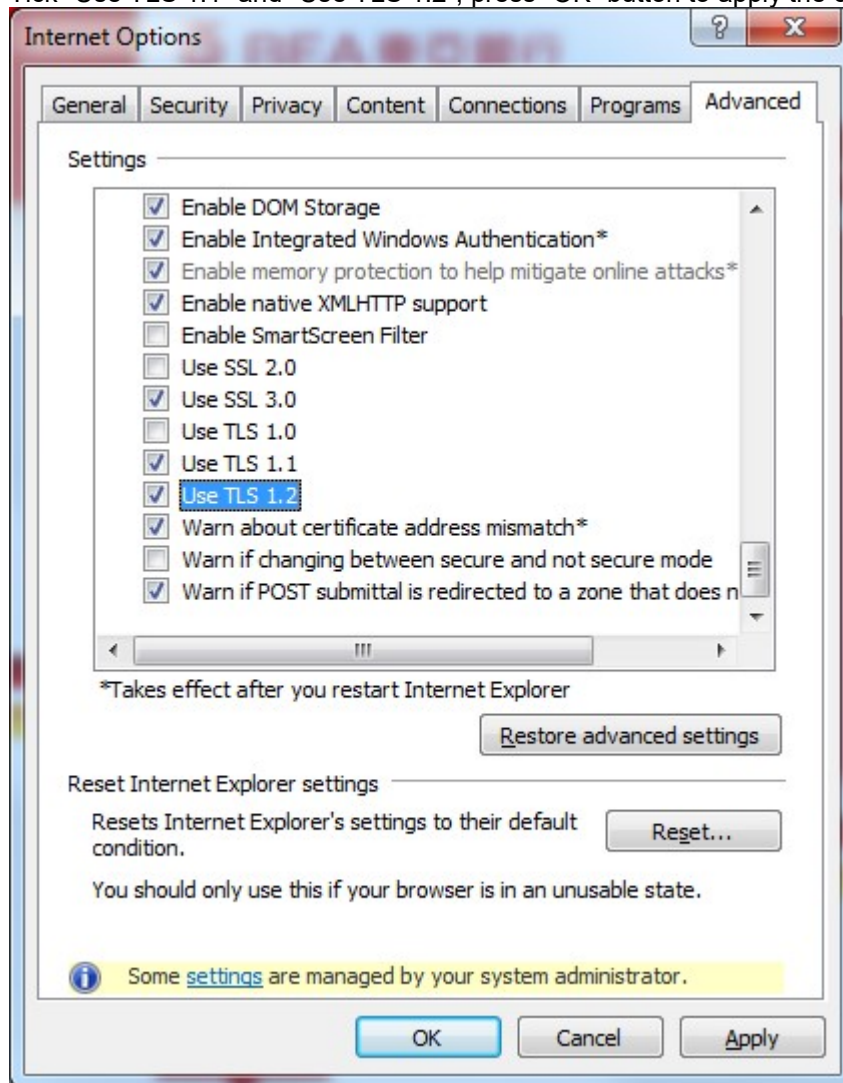


5.3 Transport Layer Security (“TLS”) Related

To improve Internet security, internet margin trading platform has been enhanced and recommend you to apply the newer TLS setting in your browser. The steps in IE are listed below.

1. Open IE, then select Tools > Internet Options... > Advanced > Scroll down to Security section

2. Tick “Use TLS 1.1” and “Use TLS 1.2”, press “OK” button to apply the change.



Different browser version may have different settings. TLS 1.1 and TLS 1.2 should be set as default for IE 11 under Windows 7, 8.1, Server 2008 R2 or 2012 R2, while default as disabled for IE 8 – IE 10, or IE 11 under Windows 7. Earlier versions of IE or Windows are not supported.

To conclude, please enable TLS 1.1 and 1.2 in IE when applicable. If such option is not found, please upgrade your IE to the latest version. If upgrade cannot be done, please switch to use another workstation which support TLS 1.2 or 1.2.

5.4 Tablet Device Access Related Questions

Q5.4.1 Which tablet devices should I use to access the internet margin trading platform?

The tablet device that would best access internet margin trading platform is iPad with iOS 7 or above.

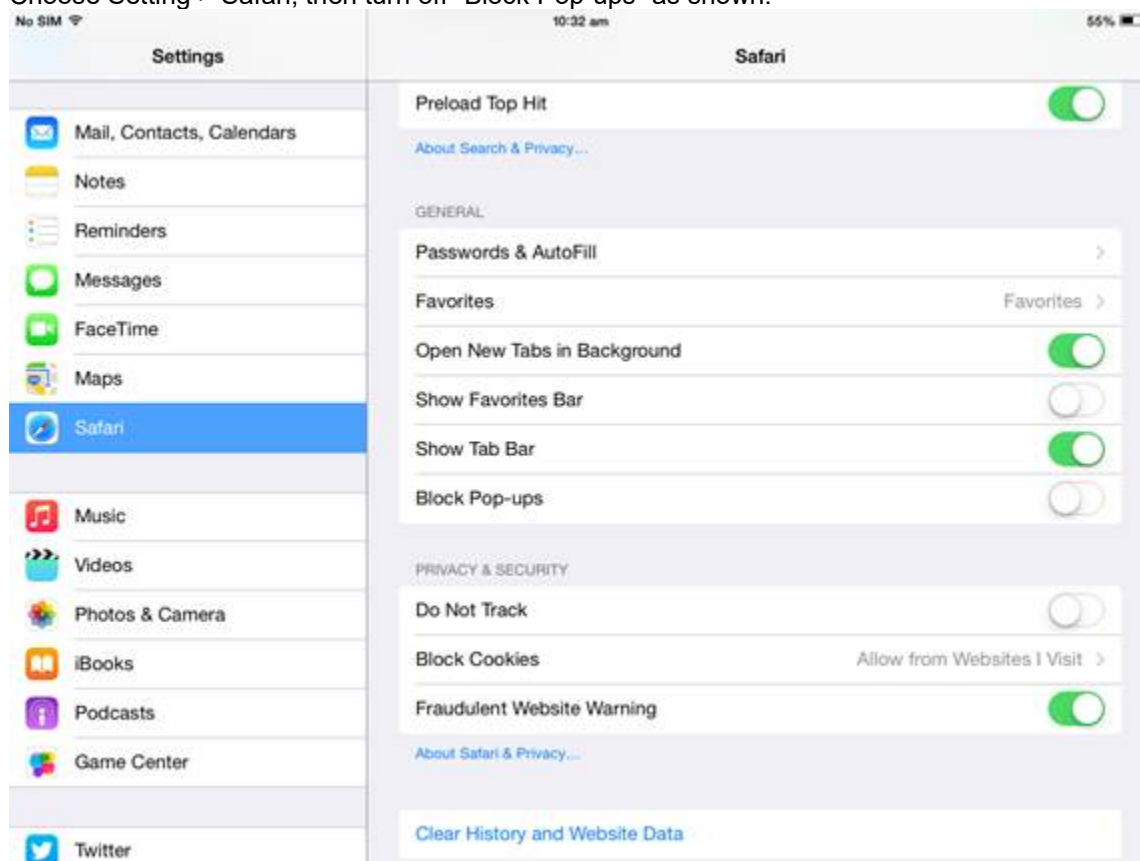
To ensure the best viewing experience, it is recommended to access internet margin in landscape view instead of portrait.

Q5.4.2 Can I access to internet margin trading platform with PC and tablet device at the same time?

There is only 1 session of internet margin trading platform at a time. If you are using internet margin trading platform and open another session by different browser or device, the existing session will be logged out automatically.

Q5.4.3 How to turn off pop-up blocking function in iPad?

Choose Setting > Safari, then turn off “Block Pop-ups” as shown:



Q5.4.4 Why am I forced to logged out Internet margin trading platform when I am moving around and using wifi?

It may due to a change of IP address detected by system, which for security reason we would ask you to login again.

5.5 Mobile Phone Related Questions

Q5.5.1 Is there any system requirement to access the mobile margin trading platform?

The system requirement for accessing mobile margin trading platform is the same as Mobile Banking, which is as follows for the moment:

- iPhone with iOS 8.x to 9.x
- Android phones with version 4.3 to 5.x

The system requirement may change from time to time. Please refer to Q4 of FAQ specific to Mobile Banking, which is under Q1 of “Mobile Banking” in BEA App FAQ, or the link below:

http://www.hkbea.com/pdf/en/cyberbanking/new_mbk_e1_faq.pdf

Q5.5.2 Will I be able to use mobile margin trading platform on iPad, or using internet margin trading platform on iPhone?

As internet margin trading platform and mobile margin trading platform have different layout designs, mobile phones can only access to mobile margin trading platform while tablets and PC can only access to Internet margin trading platform.