

General Questions – HK Stocks

1.1 I am unable to log in to my AIO securities sub account via BEA Online or the BEA Securities Services App. How can I reset my password?

Please visit any of our branches for assistance.

1.2 How can I check the status of orders I have placed?

You can do so by logging in to BEA Online and visiting "Investments > Stock Trading". Under the "Order Management" tab, you will be able to check the status of or amend/cancel your orders.

When using the the BEA Securities Services App, check the status of or amend/cancel your orders under "Order Status".

1.3 How can I view my order history?

After logging in to BEA Online and visiting "Investments > Stock Trading", you can view your order history under the "Order History" tab.

When using the the BEA Securities Services App, view your order history under the "Order History".

1.4 After I sell stocks, when will the funds be credited to my account?

2 trading days after an order is executed, the settlement procedure will be completed and the funds will be credited to your settlement account.

1.5 "Error 104 Login Timeout/Invalid Login" shows up when I try to view Stock Quotes in BEA Online. What should I do?

Please change your relevant browser settings as below:

iOS Safari: Visit Settings > Safari > Privacy & Security > switch off "Prevent Cross-Site Tracking" and "Block all cookies."

Internet Explorer: Visit Internet Explorer Settings > Privacy > Settings > Advanced > accept both "First-party Cookies" and "Third-party Cookies".

Chrome: Visit Chrome Settings > Advanced > Privacy & Security > Site Settings > Cookies > turn on "Allow sites to save and read cookie data" and turn off "Block third-party cookies"



1.6 How can I deposit physical scrips to my securities account?

You can deliver physical scrips by completing a "Form of Transfer" and "Physical Scrip Deposit Instruction" form in person at our Settlement Operations Department, located on the 35th Floor, BEA Tower, Millennium City 5. Please note that the name on the physical scrips must be the same as the name of the account holder.

1.7 How can I withdraw stocks in the form of physical scrips?

By submitting our "Physical Scrip Withdrawal Instruction" form. You can obtain, complete, and return the form at any BEA branch.

1.8 When can I sell deposited physical scrips?

The relative stocks can be sold after depositing of the physical scrips for 12 working days.

1.9 How can I transfer stocks from other banks/broker firms under Central Clearing and Settlement System ("CCASS") to my securities account?

You can transfer the shares electronically to your AIO securities sub account under Central Clearing and Settlement System ("CCASS") via the Settlement Instruction method. Please complete and return the "Securities Transfer Instruction" form to any BEA branch.

1.10 How are odd lot orders handled?

Please call our [Manned Investment Hotline](#) for details of how we handle odd lot trading