

## Update on BEA Mobile Login Mechanism

\* Note: The relevant information is available in English and Traditional Chinese only.

With effect from 4<sup>th</sup> December, 2023, you have to use your BEA Online account number/user name and personal identification number ("PIN") to log in to BEA Mobile and BEA Online. To find out what steps you need to take, first identify what your situation is at the moment:

### Situation 1 – You have logged in to both BEA Online and BEA Mobile before:



Logged in to  
BEA Mobile before



Logged in to  
BEA Online through Internet  
(computer/tablet device) before

#### What to do next:

Simply use your BEA Online account number/username and PIN to log in to BEA Mobile. At the same time, because there is a change to the PIN, you will need to reset your Biometric Authentication Login (i.e. Touch ID/Face ID) if you have already activated that function.

\* Forgotten your BEA Online PIN? You can set a new PIN<sup>^</sup> for logging in to BEA Mobile by following the instructions on screen. Once that's completed, you will also be able to use your new PIN to log in to BEA Online.

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### Situation 2 – You have logged in to BEA Mobile before (but not BEA Online):



Logged in to  
BEA Mobile before



Never logged in to  
BEA Online through Internet  
(computer/tablet device) before

#### What to do next:

When you log in to BEA Mobile, you can set a new PIN<sup>^</sup> by following the instructions on screen. You will also be able to use your new PIN to log in to BEA Online. Since there has been a change to the PIN, you will need to activate i-Token to reset your Biometric Authentication Login (i.e. Touch ID/Face ID) if you have already activated that function.

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### Situation 3 – You have logged in to BEA Online before (but not BEA Mobile):



Never logged in to  
BEA Mobile before



Logged in to  
BEA Online through Internet  
(computer/tablet device) before

#### What to do next:

Never logged in to BEA Mobile before? You can now use your Credit Card account number/BEA Online account number/username and PIN to log in to BEA Mobile, where you can check your credit card overview, view e-statements, and redeem bonus points for gifts or rebates anytime!

\* Forgotten your BEA Online PIN? Please call our customer service hotline on 3608 6628 to reset it.

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## Situation 4 – You have never logged in to BEA Online or BEA Mobile before:



Never logged in to BEA Mobile before



Never logged in to BEA Online through Internet (computer/tablet device) before

### What to do next:

Simply use your Credit Card account number and Phone Banking PIN to log in to BEA Mobile. You can check your credit card overview, view e-statements, and redeem bonus points for gifts or rebates anytime! Once that's done, you can simply use the same PIN to log in to BEA Online!

\* Forgotten your Phone Banking PIN? Please call our customer service hotline on 3608 6628 to reset it.



### 4 simple steps to reset your password:



^ PIN should contain at least 8 alphanumeric characters and should be a combination of numbers and letters.

**Note:** To authenticate your identity, a one-time password will be sent in an SMS to the mobile no. you have registered with our bank. If you need to update your mobile phone number, please visit any BEA branch.

If you have any queries, please call our Customer Services Hotline on 3608 6628.