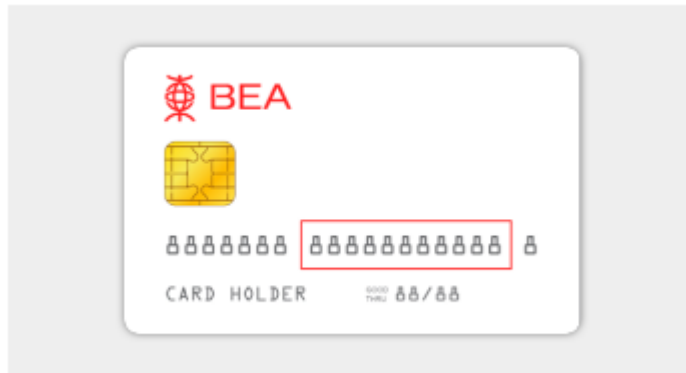


Frequently Asked Questions Regarding Logging in to BEA Mobile

Q1.	When can I use BEA Mobile? / When will BEA Mobile launch?
	BEA Mobile will be available soon. Please stay tuned to our communications.
Q2.	Why are there changes to biometric authentication to log in to BEA Mobile?
	To enhance security, biometric authentication will be used in conjunction with i-Token. Therefore, existing bank customers are required to activate i-Token in order to log in with biometric authentication.
Q3.	I am currently using biometric authentication to log in to the BEA App. How will the launch of BEA Mobile impact me?
	<p>Some customers who are using the biometric authentication function to log in to BEA App will be affected by the following when logging in to BEA Mobile:</p> <p>1. Customers holding a deposit account To ensure that you can continue using biometric authentication to log in to BEA Mobile, you must first activate i-Token.</p> <p>Please activate i-Token in BEA App NOW. Click here to view demo.</p> <p>2. Customers holding a credit card only You will be unable to use biometric authentication to log in to BEA Mobile. Please use your credit card number and BEA Online PIN to log in for the first time.</p> <p>After logging in to BEA Mobile, you can activate i-Token and use biometric authentication to log in to BEA Mobile and authenticate designated online transactions.</p> <p>If you have forgotten your BEA Online PIN, please call 3608 6628 for an instant reset.</p> <p>3. Customers holding an MPF/ORSO account only You will be unable to use biometric authentication to log in to BEA Mobile. Please use your existing account number and BEA Online PIN to log in for the first time.</p> <p>If you wish to continue using biometric authentication to log in to BEA Mobile, you must first have a deposit or credit card account. You will need to log in using this account and then activate i-Token and biometric authentication. Otherwise, you will have to log in to BEA Mobile using your existing account number and BEA Online PIN.</p> <p>If you have forgotten your PIN, please call the BEA (MPF) Hotline on 2211 1777# (operated by Bank of East Asia (Trustees) Limited) for assistance.</p>

	<p>#Service Hours: Mon to Fri 9:00 a.m. to 6:00 p.m Sat 9:00 a.m. to 1:00 p.m (Except Public Holiday)</p>
Q4.	<p>I'm currently using BEA App, how do I log in to BEA Mobile after it launches?</p> <p>1. For deposit account holders: If you have already activated i-Token, you can log in to BEA Mobile with biometric authentication or i-Token PIN.</p> <p>If you have not yet activated i-Token, you'll need to log in to BEA Mobile with your BEA Online No. and BEA Online PIIN. After logging in to BEA Mobile, you can activate i-Token and use biometric authentication for future logins.</p> <p>2. For sole credit card holders: Please use your credit card number and BEA Online PIN to log in for the first time. After logging in to BEA Mobile, you can activate i-Token and use biometric authentication for future logins.</p> <p>If you have forgotten your BEA Online PIN, please call 3608 6628 for an instant reset.</p> <p>3. For sole MPF/ORSO account holders: You must use your BEA Online No. and BEA Online PIN to log in to your BEA Online (MPF/ORSO) account. Your BEA Online (MPF/ORSO) account number is printed on the welcome letter (e.g.: 015XXX95XXXXXX).</p> <p>If you have forgotten your BEA Online PIN, please call the BEA (MPF) Hotline on 2211 1777# (operated by Bank of East Asia (Trustees) Limited) for assistance.</p> <p># Service Hours: Mon to Fri 9:00 a.m. to 6:00 p.m. Sat 9:00 a.m. to 1:00 p.m. (Except Public Holiday)</p>
Q5.	<p>If I don't want to activate i-Token, can I still use biometric authentication?</p> <p>After BEA Mobile launches, biometric authentication will be used in conjunction with i-Token. Customers are required to activate i-Token in order to log in to BEA Mobile with biometric authentication. Customers who have not activated i-Token must log in with their BEA Online No. and BEA Online PIN.</p>
Q6.	<p>How can I retrieve my login credentials?</p> <p>1. For deposit account holders:</p>

Account number: Use the second set of numbers shown on your ATM/Cyberbanking card as your account number.



BEA Online PIN: If you have forgotten your BEA Online PIN, please use the BEA App for an instant reset. Click [here](#) for more details.

2. For sole credit card holders:

Account number: Use the 16 digits on your credit card as your account number.

BEA Online PIN: Call 3608 6628 for an instant reset.

3. For sole MPF/ORSO account holders:

Account number: Your BEA Online (MPF/ORSO) account number is printed on the welcome letter (e.g.: 015XXX95XXXXXX).

BEA Online PIN: Call the BEA (MPF) Hotline on 2211 1777 (operated by Bank of East Asia (Trustees) Limited) during service hours for assistance.