

The new BEA Mobile is now available!

Some customers who were using the biometric authentication function to log in to BEA App may be affected by the following when logging in to BEA Mobile:

1. Customers holding deposit accounts only

To ensure you can continue using biometric authentication to log in to BEA Mobile, you must first activate i-Token through BEA App now. Click [here](#) to view a demo.

Alternatively, you may log in with your BEA Online account number and BEA Online PIN. If you have forgotten your PIN, please reset it in BEA Mobile. Click [here](#) to view a demo.

2. Customers holding credit cards only

Please use your existing 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 to log in to BEA Mobile and authenticate designated online transactions.

If you have forgotten your PIN, call 3608 6628 for instant PIN reset.

3. Customers holding MPF/ORSO accounts only

You will be unable to use biometric authentication to log in to BEA Mobile. Please use your existing BEA Online login number and BEA Online PIN. If you have forgotten your PIN, please call BEA (MPF) hotline at 2211 1777 (operated by Bank of East Asia (Trustees) Limited) for assistance.

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)