The Bank of East Asia, Limited, Macau Branch
("BEA Macau Branch")
FAQs for BEA Macau Mobile

General questions

Q1: What is BEA Macau Mobile?

BEA Macau Mobile is a mobile application providing range of online services. You can manage your finances from the palm of your hand.

Q2: What Apple and Android phones/devices can support BEA Macau Mobile?

BEA Macau Mobile is compatible with the following mobile devices:

- iPhone and iPad running iOS 16.6 or above
- Android phones running Android 9.0 or above, except those with a x86 processor

Q3: Is BEA Macau Mobile available outside Macau?

Yes. The service can be accessed in any area and country where your device is connected to the Internet, and SMS notification can be received in areas and countries where your mobile network operator has GPRS roaming and/or overseas SMS coverage. However, mobile data charges may apply for accessing the services. For details, please refer to your mobile network operator.

Q4: Where can I obtain information about BEA Macau Branch's policies regarding privacy and personal data?

You can go to "Important Information" to read our Privacy Policy Statement and Personal Information Collection (Customer) Statement.

Q5: Are screen capture, recording, sharing and projection functions available while using BEA Macau Mobile?

To protect customers' account security and prevent malware attacks while using BEA Macau Mobile, screen capture, recording, sharing and projection functions are not available.

Q6: Who can I call if I have any problems with or enquiries regarding BEA Macau Mobile?

You can call Online Banking Service Hotline on +853 8598 3688.

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Services

Q1: What services are available through BEA Macau Mobile?

BEA Macau Mobile service highlights:

- Account summary and transaction enquiry
- Fund transfer and remittance
- Set up and manager your time deposit
- e-statement viewing
- Cheque book requisition
- Rate enquiries
- make credit card payments*
- DSF tax refund/ Other payments registration
- Transaction limit setting
- Manage your profile setting

*Credit card payment is for settling payment of credit cards issued by The Bank of East Asia, Limited in Hong Kong.

Q2: Is there any service fee for BEA Macau Mobile?

BEA Macau Mobile is free of charge.

However, your mobile network operator may charge you a mobile data usage fee for accessing the services. For details, please refer to your mobile network operator.

Q3: What should I do if I want to I suspend online banking services?

You can suspend your online banking services through BEA Macau Mobile. Click "Suspend online services" button located in login page, enter the account number and mobile number, then click "Confirm". Online banking services will be suspended immediately.

Login

Q1: How can I log in to BEA Macau Mobile?

To log in to the service, please follow these steps:

1. Go to the App Store/Google Play and search for "BEA Macau" to download the application for free.
2. Tap "BEA Macau" on your mobile home screen to open the application.
3. Tap "Mobile Banking" in the main menu.
4. Enter your account number / username / mobile phone number (only for existing customer with online banking account) and your PIN.
5. An One-time password ("OTP") will be sent to your registered mobile, enter the OTP in the login page and tap "Verify ".

Once you have successfully logged in, the main menu will appear.

Q2: How can I change my PIN? Can I reset my PIN if I forget it?

To change your PIN, please follow these steps:

1. Log in to BEA Macau Mobile, select "Settings", and then "My Details".
2. Click "Change PIN" to change your PIN.
3. Enter your existing PIN, then enter your new PIN and confirm your new PIN.
4. Key in your one-time password ("OTP") and the first 4-digit of your ID card number.
6. The new PIN is successfully changed.

If you forget your PIN and want to reset new PIN, please visit BEA Macau Branch to apply.

Q3: Will the service be terminated if I enter the wrong PIN several times?

If you fail to enter the correct PIN in 5 consecutive attempts, your Mobile Banking service will be suspended. Please visit BEA Macau Branch to reset the PIN.

Functions

Q1: How can I make a balance enquiry?

Simply log in, you will see the Account Summary in the first page. You can also see the currency, current balance, and available balance of your registered accounts.

Q2: What accounts can I make a balance enquiry for?

You can check the balance of all your registered accounts in Mobile Banking.

Q3: If I have recently registered an account under my BEA Macau Online account, such as my savings account, can I access this account via Mobile Banking immediately?

All your bank accounts can be accessed once they are registered under your BEA Macau Online account.

Q4: How can I make a transaction enquiry?

To make a transaction enquiry, please follow these steps:

1. Log in, select the account in the Account Summary.
2. When the balance of the registered accounts appears, tap on a selected account.

Now you will see details of transactions made within the last 30 days via any channel (up to a maximum of the latest 30 transactions). Log in to BEA Macau Online to see your transaction history for the last 24 months.

Q5: How can I reduce the maximum daily limit for transactions made via Mobile Banking?

You can reduce your maximum daily transaction limit by selecting "Setting", and then "Transaction Limit Setting" after logging in to mobile banking.

The setting of this mobile limit will be applied to transfer funds to registered and non-registered payee, credit card payments, Cashier's Order application and telegraphic transfer. The daily transaction limit of each transaction type cannot exceed the maximum daily transaction limit for BEA Macau Online.

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Q6: How can I transfer funds to an account with BEA Macau Branch?

To transfer funds, please follow these steps:

1. Log in and tap "Transfers" in the main menu.
2. Select a payee or enter your transaction details including the withdrawal account, transaction currency, transaction amount, and deposit account, then tap "Confirm".
3. Verify your transaction details, then tap "Submit".

Once the transaction is completed, it cannot be cancelled or amended.

Q7: How can I set up a schedule instruction for fund transfer?

To set up a schedule instruction for transferring funds, please follow these steps:

1. Log in to BEA Macau Online and select "Scheduled Instruction", and then tap "Set up new instruction".
2. Enter and verify the details.
3. Enter your one-time password ("OTP") and click "Confirm".
4. Verify your details and click "Submit".

Once you set up a scheduled instruction, you can view the details in Mobile Banking.

Q8: How can I add a new payee for transferring funds?

To add a new payee for transferring funds, please follow these steps:

1. Log in to BEA Macau Online and select "Registered Payee", and then tap "Set up new payee".
2. Enter and verify the details.
3. Enter your one-time password ("OTP") and click "confirm".
4. Verify your details and click "Submit".

Once you set up a payee, you can select the payee for transfer in mobile banking. Next time, you can simply choose the payee from the "Registered Payee" list to proceed the payment.

Q9: How can I place a new time deposit?

To place a time deposit, please follow these steps:

1. Log in and tap "Time Deposit" in the main menu.
2. Select "Place a new time deposit" , enter your transaction details including the withdrawal account, transaction currency and transaction amount, then tap "Confirm".
3. Verify your transcation details, then tap "Submit".
4. If the transaction is completed, you will see "Transaction completed", a reference number "QMBXXXXXX", and the transaction details on your mobile device screen.

Once the transaction is completed, it cannot be cancelled or amended.

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Q10: How can I view the E-statement?

To view e-statement, please follow these steps:

1. Log in and tap "E-Statement" in the main menu.
2. Enter the month and year for viewing.
3. Enter your i-Token PIN and click "Submit".

Now you will see the e-statement you selected on your mobile device screen.

Q11: How can I request for cheque book?

To request for cheque book, please follow these steps:

1. Log in and tap 'Service Requisition" in the main menu, and then tap "Cheque book Requisition".
2. Tap "Select Account" to choose the current account, then choose method of dispatch and tap "Confirm".
3. Verify your transaction details and tap "submit".

Q12: What is the purpose for making "DSF Tax Refund or Other Payments Registration"?

By means of this function, you can register your account at BEA Macau Branch to receive the tax refund or other payments from Financial Services Bureau (DSF) via bank transfer.

Q13: What is the fee and procedures for "DSF Tax Refund or Other Payments Registration"?

The registration is free of charge. You can simply complete and submit the form online to register.

Q14: Is "DSF Tax Refund or Other Payments Registration" applicable to all types of account?

The registration is only applicable to personal bank accounts in MOP and account holders have to be aged 18 or above. Joint accounts cannot be registered.

Q15: Will there be any notification after I have completed "DSF Tax Refund or Other Payments Registration"?

Upon completion of the process , an online message "Registration Completed" will be shown to confirm your successful registration. The Bank will not notify you again by sending SMS and/or email.

Q16: How can I report a lost ATM card?

To report lost ATM card, please follow these steps:

1. Log in and tap "ATM Cards" in the main menu, and then tap "ATM Cards"
2. Select the ATM Card and click "Report Lost".

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Q17: How can I make an overseas ATM cash withdrawal setting?

To make an overseas ATM cash withdrawal setting, please follow these steps:

1. Log in and tap "ATM Cards" in the main menu, and then tap "Overseas ATM Cash Withdrawal Settings".
2. Select the ATM card.
3. Enter your settings and tap "Confirm".
4. Verify your settings and tap "Submit".

Q18: How can I make a POS setting?

To make a POS setting, please follow these steps:

1. Log in and tap "ATM Cards" in the main menu, and then tap "POS Setting".
2. Select the ATM card.
3. Enter your settings and tap "Confirm".
4. Verify your settings and tap "Submit".

Q19: How can I set Cyber Alert?

To set Cyber Alert, please follow these steps:

1. Log in and tap "ATM Cards" in the main menu, and then tap "Cyber Alert".
2. Select the ATM card.
3. Enter your settings and tap "Confirm".
4. Verify your settings and tap "Submit".

Q20: How can I make a credit card payment?

To make a credit card payment, please follow these steps:

1. Log in and tap "Credit Card Payment" in the main menu.
2. Select a payee name and enter your transaction amount.
3. Enter your i-Token PIN and click "Confirm"
4. Verify your transaction details and tap "Submit".

Once the transaction is completed, it cannot be cancelled or amended.

Q21: What can I view Online Activities History?

Log in and tap "Online Activity". You will see the login and other designated non-financial high-risk activities history in the past 12 months.

Q22: Will I be logged out of Mobile Banking automatically if I do not enter any command after I log in?

The system will automatically log out if you do not enter any command within 5 minutes.