

# Two-factor Authentication

## Activation Procedure Manual

## Two-factor Authentication

To enhance the protection of your securities trading account, with effect from 23<sup>rd</sup> April 2018, all customers are required to activate the “Two-factor Authentication” security procedure which consists of an SMS-based one-time password (“OTP”) to access our Cybertrading and Mobile App securities trading service (“Online Securities Services”). Customers will be required to enter an OTP sent to their registered mobile phone numbers via SMS in order to access our Online Securities Services.

### 1. Activate Two-factor Authentication

Customer can click the “Two-factor Authentication” button (Figures 1.1 or 1.2) under “Home” and “Account” page at the Cybertrading platform. Customers can also click “Activate Now” at the bottom of the “Two-factor Authentication Important Notice” pop-up message (Figure 1.3).



Figure 1.1



Figure 1.2

**Two-factor Authentication Important Notice**

To enhance the protection of your securities trading account, starting from 23<sup>rd</sup> April 2018, all customers of East Asia Securities Company Limited will be required to use the "Two-factor Authentication" ("2FA") security procedure which involves an SMS-based One-time Password ("OTP") for accessing our Online Securities Services.

Once activated the 2FA, an OTP will be sent as SMS to the mobile phone numbers customers have registered with our company earlier. Only by entering the OTP will customers be able to login and use our Online Securities Services.

If you have not activated the 2FA before 23<sup>rd</sup> April 2018, you will not be able to use the Online Securities Services. Please click "Activate Now" to finish the activation procedure before the said date. If you have never registered any mobile phone number before, please fill in the ["Notification Form for Change of Personal Particulars"](#) and mail to East Asia Securities Company Limited, or visit any branch of the Bank of East Asia for registration.

Should you have any enquiries, please contact us at (852) 3608 8021 for assistance.

[Activate Now >](#)

[Activate Later >](#)

Figure 1.3

Enter the mobile phone number which is the same as the one in EAS record. (Figure 1.4)

Two-factor Authentication Activation

> 1. Input > 2. Confirm > 3. Complete

Please input activation details:

Details:

Country code / Mobile phone number:#   [Country code list](#)

Remark: Due to security reasons, if you wish to change your mobile phone number, please fill in the "Notification Form for Change of Personal Particulars" form and mail to our company, or visit any branch of the Bank of East Asia to register a new number.

Your EAS Authentication Message\*:  (3-12 characters and Chinese characters are not accepted)

Language:  Chinese  English

Once activated the Two-factor Authentication, we will send an One-time Password ("OTP") through SMS to your registered mobile phone number. After entering the OTP, you will be able to access our e-Trading services.

East Asia Securities Company Limited ("EAS") shall not be involved in or in any way liable whatsoever to any dispute between the mobile phone service providers and customers or between the mobile phone service providers and any third party.

There may be subject to other extra costs and/or fees charged by the mobile phone service provider selected by customers for the provision of the services in relation thereto, including but not limited to the charges for using the SMS, and the roaming charges, and that all such charges shall be borne by the customers. And customers should contact their mobile phone service providers for information details.

#SMS messages for "One-time Password" cannot be forwarded to any other phone number, even if you have enabled the "SMS Forwarding" service provided by mobile phone service providers in Hong Kong.

Figure 1.4

## Agree with the terms and conditions. (Figure 1.5)

Two-factor Authentication Activation

1. Input > 2. Confirm > 3. Complete

Please verify the activation details and click 'confirm'.

Details:

Country code / Mobile phone number:#	(852)9 [REDACTED]
EAS Authentication Message*	2FA
Language:	English

I/We confirm that I/We have read and understood the following terms and conditions governing the One-time Password ("Service") and agree to be bound by them:

- I/We acknowledge and agree that upon the confirmation of the Service, I/We shall be subject to all the terms and conditions governing the use of the Service as EAS may from time to time prescribe.
- I/We confirm and agree that nothing herein contained shall affect the validity of any transactions conducted through Cybertrading.
- I/We confirm and agree to the disclosure or transfer of personal data in respect of my/our accounts, transactions and dealings with EAS, the mobile phone service providers and of other third party engaged in any transaction or providing any service in respect of the Cybertrading between any one or more of such entities and their subsidiaries, group members and agents thereof whether in or outside Hong Kong in connection with the provision of the Cybertrading.
- Notwithstanding anything herein to the contrary, I/We confirm and warrant that EAS shall not be involved in or in any way liable whatsoever to any dispute between the mobile phone service providers and me/us or between the mobile phone service providers and any third party.
- I/We understand and agree that I/We may be subject to other extra costs and/or fees charged by the mobile phone service provider selected by me/us for the provision of the services in relation thereto, including but not limited to the charges for using the Short Message Service (SMS), and the roaming charges, and that all such charges shall be borne by me/us.

Figure 1.5

After successful activation (Figure 1.6), you will receive an e-mail for confirmation.

Two-factor Authentication Activation

1. Input > 2. Confirm > 3. Complete

 **You have successfully activated the Two-factor Authentication. You will receive a confirmation email for record.**

23 Mar 2018 11:08:25 HKG

An SMS will be sent to you every time you login to the Cybertrading and Mobile App Securities Services. If you fail to receive the SMS, please contact our Technical Support at 3608 8068.

Country code / Mobile phone number:	(852)9 [REDACTED]
EAS Authentication Message*:	2FA
Language:	English

\* The "EAS Authentication Message" will appear in the SMS to confirm that it is sent by our company. Please assign a clause or some wordings for the purpose of SMS verification.

Figure 1.6

After Two-factor Authentication is activated, customers will be requested to enter the OTP (Figure 1.7) sent to their registered mobile phone numbers, in order to access the Cybertrading service. Customers should be aware that the OTP will only be valid for a short period of time and then it will be expired. Customers may click “Resend OTP” to request a new OTP if necessary (Figure 1.8).

Enter the OTP. (Figure 1.7)



The screenshot shows the BEA Cybertrading login interface. At the top left is the BEA securities logo. At the top right, it says "Welcome to Cybertrading" and has language options for "繁體" (Traditional Chinese) and "简体" (Simplified Chinese). The main content area contains the following text: "You have chosen to use a one-time password(OTP) as an additional key when logging in to the Stock Trading Service.", "An SMS containing a 6-digit OTP will be sent to your registered mobile phone number Please Enter the OTP within 99 seconds to login in.", "Please ensure your mobile phone is on to receive the OTP.", "Country code/mobile phone number:(852)9\*\*\*\*\*2", and "EAS authentication message:H\*\*\*\*\*d". Below this text is an input field labeled "OTP:" and two buttons: "CANCEL" and "LOGIN >". The background features a 3D rendering of a stock market floor with a large red arrow pointing upwards and a computer mouse cursor.

Figure 1.7

Click to request for a new OTP. (Figure 1.8)

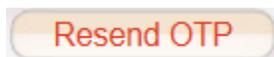


Figure 1.8

Sample for OTP layout

EAS: one-time password [013027](#)  
Login to Stock Trading Platform  
Authentication Message: bea

Figure 1.9

## 2. Edit Two-factor Authentication Information

Customers can click on the “Edit” button. (Figure 2.1)

Two-factor Authentication			
Country code / Mobile phone number:	EAS Authentication Message*	Status Language:	Action
(852)9*****6	2*****S	Active English	<a href="#">Edit</a>

\* The “EAS Authentication Message” will appear in the SMS to confirm that it is sent by our company. Please assign a clause or some wordings for the purpose of SMS verification.

[Cancel](#)

Figure 2.1

Re-enter an EAS Authentication Message or re-select the default OTP language.  
(Figure 2.2)

**Two-factor Authentication Activation - Edit**

▶ 1. Input > 2. Confirm > 3. Complete

**Please re-enter the details:**

Country code / Mobile phone number.#  [Country code list](#)

Remark: Due to security reasons, if you wish to change your mobile phone number, please fill in the “Notification Form for Change of Personal Particulars” form and mail to our company, or visit any branch of the Bank of East Asia to register a new number.

Your EAS Authentication Message\*:  (3-12 characters and Chinese characters are not accepted)

Language:  Chinese  English

Once activated the Two-factor Authentication, we will send an One-time Password (“OTP”) through SMS to your registered mobile phone number. After entering the OTP, you will be able to access our e-Trading services.

[Clear](#) [Cancel](#) [Proceed](#)

East Asia Securities Company Limited (“EAS”) shall not be involved in or in any way liable whatsoever to any dispute between the mobile phone service providers and customers or between the mobile phone service providers and any third party.

There may be subject to other extra costs and/or fees charged by the mobile phone service provider selected by customers for the provision of the services in relation thereto, including but not limited to the charges for using the Short Message Service (SMS), and the roaming charges, and that all such charges shall be borne by the customers. And customers should contact their mobile phone service providers for information details.

#SMS messages for “One-time Password” cannot be forwarded to any other phone number, even if you have enabled the “SMS Forwarding” service provided by mobile phone service providers in Hong Kong.

\*The “EAS Authentication message” will appear on your mobile phone to identify the sender (EAS) of SMS

Figure 2.2

## Agree with the terms and conditions. (Figure 2.3)

Two-factor Authentication Activation - Edit

1. Input    ▶ 2. **Confirm**    > 3. Complete

Please verify change of details and confirm:

**Details:**

Country code / Mobile phone number:#	(852)9 [REDACTED]
EAS Authentication Message*	Hello World
Language:	English

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I/We confirm that I/we have read and understood the following terms and conditions governing the One-time Password ("Service") and agree to be bound by them:

- I/We acknowledge and agree that upon the confirmation of the Service, I/we shall be subject to all the terms and conditions governing the use of the Service as EAS may from time to time prescribe.
- I/We confirm and agree that nothing herein contained shall affect the validity of any transactions conducted through Cybertrading.
- I/We confirm and agree to the disclosure or transfer of personal data in respect of my/our accounts, transactions and dealings with EAS, the mobile phone service providers and of other third party engaged in any transaction or providing any service in respect of the Cybertrading between any one or more of such entities and their subsidiaries, group members and agents thereof whether in or outside Hong Kong in connection with the provision of the Cybertrading.
- Notwithstanding anything herein to the contrary, I/we confirm and warrant that EAS shall not be involved in or in any way liable whatsoever to any dispute between the mobile phone service providers and me/us or between the mobile phone service providers and any third party.
- I/We understand and agree that I/we may be subject to other extra costs and/or fees charged by the mobile phone service provider selected by me/us for the provision of the services in relation thereto, including but not limited to the charges for using the Short Message Service (SMS), and the roaming charges, and that all such charges shall be borne by me/us.

Figure 2.3

After successfully changing the details (Figure 2.4), you will receive an e-mail for confirmation.

Two-factor Authentication Activation - Edit

1. Input    > 2. Please verify change of details and confirm:    ▶ 3. **Complete**

 **You have successfully made a change on Two-factor Authentication. You will receive a confirmation email for record.**

26 Mar 2018 15:24:06 HKG

Country code / Mobile phone number:	(852)9 [REDACTED]
EAS Authentication Message*	EAS Mar2018
Language:	English

\* The "EAS Authentication Message" will appear in the SMS to confirm that it is sent by our company. Please assign a clause or some wordings for the purpose of SMS verification.

Figure 2.4