



Annual Return e-Reminder Service



Address : 14th floor, Queensway Government Offices,
66 Queensway, Hong Kong.
Website : www.cr.gov.hk
Email : crenq@cr.gov.hk
24-hour Enquiry Hotline : (852) 2234 9933 (IVRS) / (852) 2867 2600

e-Services Portal : www.e-services.cr.gov.hk
24-hour Help Desk Support Service Team
Telephone : (852) 8201 8273 Fax : (852) 8300 1004
Email : helpdesk@e-services.cr.gov.hk

1. What is Annual Return e-Reminder Service ?

Annual Return e-Reminder Service (e-Reminder Service) is a simple and user-friendly service which is provided at the e-Services Portal (www.e-services.cr.gov.hk) free of charge.

Electronic notifications for delivering annual returns will be sent by the system to the message boxes and registered email addresses of users. Users can readily access the e-Services Portal through a hyperlink provided in the notifications for electronic submission of annual returns (Forms NAR1 or NN3).

You can refer to the step-by-step demonstration on “e-Reminder” and Frequently Asked Questions at the e-Services Portal.

2. Do I need to subscribe to the e-Reminder Service ?

Individual Users

Individual Users of the e-Services Portal who have subscribed to electronic filing services (“e-Filing Services”) and have established account association with relevant companies may subscribe to the e-Reminder Service free of charge to receive electronic notifications for delivery of annual returns of the companies.

You can login the e-Services Portal and select [[Other services > Annual Return e-Reminder > Annual Return e-Reminder Service > Subscription](#)] and select “Local Private Company / Registered Non-Hong Kong Company” or “Public Company / Company Limited by Guarantee” to complete the subscription process.

CR Company Users

The following types of companies which have registered CR Company User accounts with the e-Services Portal and have subscribed to e-Filing Services will automatically receive electronic notifications for delivering annual returns :

- local private companies;
- local public companies or companies limited by guarantee of which the Companies Registry has records of their accounting reference periods; and
- registered non-Hong Kong companies.

3. If the Company has not registered a CR Company User account, can the Company enjoy the e-Reminder Service?

Director, Company Secretary and Authorized Representative (for registered non-Hong Kong companies) of a company who has registered as

Individual User and subscribed to e-Filing Services may provide an email address for the company to receive electronic notifications for delivering annual returns free of charge.

Individual User who are recognised by the system or have established account association manually as Director, Company Secretary and Authorized Representative with the company can login the e-Services Portal and select [[Other services > Free e-Monitor and AR e-Reminder Services > Free e-Monitor and AR e-Reminder Services Maintenance](#)] to provide or update the email address for the company.

4. When will I receive the e-Reminder for delivering annual return of my company ?

For *local private companies and registered non-Hong Kong companies*, electronic notifications will be sent on the anniversaries of their dates of incorporation and dates of registration respectively.

For *local public companies and companies limited by guarantee*, you will receive the electronic notifications either :

- on the date specified by you (Specified Date) in your subscription; or
- if the Companies Registry has records of the companies’ accounting reference periods, on the dates to which the companies’ annual returns are made up which is 6 months (for public companies) or 9 months (for companies limited by guarantee) after the end of the accounting reference periods of the companies (whichever is appropriate).

5. How many companies can I subscribe for the e-Reminder Service ?

There is no restriction on the number of companies you wish to subscribe.

6. Can I change the date of receiving the e-Reminder for delivering annual return ?

You can only change your Specified Dates for receiving electronic notifications for local public companies and companies limited by guarantee by using the [[Other services > Annual Return e-Reminder > Annual Return e-Reminder Service > Change Specified Date](#)] function.

7. Where can I ask for further information ?

You can contact the 24-hour Help Desk Support Service Team :

Email : helpdesk@e-services.cr.gov.hk
Telephone : (852) 8201 8273
Fax : (852) 8300 1004