



Can We Help You?



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We are committed to providing quality service to customers. We aim to enhance our service through continuous review of our internal systems and best use of modern technology.

As our customers what can you expect of us?

- ❑ Clearly defined and published performance targets for our services such as company incorporation, document registration and company search.
- ❑ An enquiry service is available to assist you in matters relating to company registration and filing requirements under the Companies Ordinance.
- ❑ A means to keep you informed of our latest development and legislative changes to the Companies Ordinance.

Where to go for general information?

- ❑ You can call our 24-hour enquiry hotline (IVRS) at (852) 2234 9933 to listen to pre-recorded messages, contact an operator and obtain information pamphlets by fax.
- ❑ You can visit our website (www.cr.gov.hk) and subscribe to our free e-News to receive updates on our services.
- ❑ You can approach our information counters on the 13th or 14th floor of the Queensway Government Offices, 66 Queensway, Hong Kong to collect information pamphlets on our services. The information pamphlets can also be downloaded from our website.

Where to go for further information?

- ❑ You can call the general enquiry numbers of the relevant services in the **Annex**.
- ❑ You can call the signing officers of our letters if you have any enquiries on the subject matter.

COMMENTS AND SUGGESTIONS

We welcome comments and suggestions. You can:-

- ❑ Call our Customer Services Manager at (852) 2867 4570.
- ❑ Write to us at 14th floor, Queensway Government Offices, 66 Queensway, Hong Kong or by fax to (852) 2596 0585 or by email to crenq@cr.gov.hk.
- ❑ Complete our Customer Suggestions / Comments Form available at all our service counters and website (www.cr.gov.hk) and send it to us by post/fax/email or drop it in the suggestion boxes on the 13th and 14th floors of the Queensway Government Offices.

Annex

For enquiries, you may contact us by –
phone : (852) 2867 2600#
fax : (852) 2596 0585

For matters relating to the following services, you may contact us at the corresponding telephone number(s):

	Telephone Number (852)	Service Hours
Enquiry Hotline (IVRS)	2234 9933	24-hour
Customer Service	2867 4507	Monday to Friday 8:30am – 12:45pm 1:45pm – 5:45pm
Receipt of documents in hard copy form and fees	2867 2600#)))
Registration of general documents	2867 4579#))) 24-hour
Electronic Search Services	8201 8273@ 2867 2571#)))
Registration of local and non-Hong Kong companies	2867 2587)))
Change of company names	2867 2587))
Registration of documents relating to charges and liquidation	2867 2578) Monday to Friday) 8:30am – 12:45pm) 1:45pm – 5:45pm)
Deregistration	2867 4699))
Money Lenders licences	2867 2634)
e-Registry Services	8201 8273@	24-hour
# Operator services provided by 1823		on a 24-hour basis.
@ Operator services provided by Helpdesk		on a 24-hour basis.