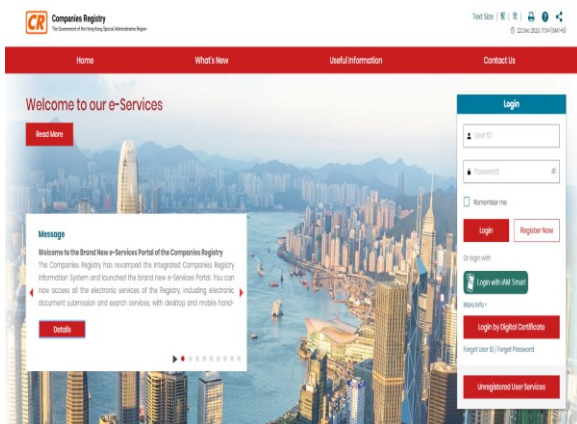# CR 公 司 註 冊 處
COMPANIES REGISTRY

User Registration
@ e-Services Portal

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 e-Services Portal ?**

   The e-Services Portal (the "Portal") is a single integrated online platform developed by the Companies Registry (the "Registry") for the provision of different online services (the "e-Services"), namely document submission, search on company information, etc.   Users can access the e-Services of the Registry by a single logon to the Portal. The following services are available at the Portal:
   (i) e-Filing Services
      This service is for delivery of forms and documents in electronic form to Registrar under the Companies Ordinance (Cap. 622) and other Ordinances administered by Registrar of Companies ("the Registrar").
   (ii) e-Search Services
      This service is for online access to the public records, including information on Companies Register, kept by the Registrar of Companies.
   (iii) Access to Withheld Information/Protected Information (Access to WI/PI Services)
      This service is for obtaining withheld information (as defined by section 47 of the Companies Ordinance) or protected information (as defined by section 53(1) of the Companies Ordinance) kept by the Registrar.

2. **How to access the e-Services Portal ?**
   Customers can access the e-Services Portal at www.e-services.cr.gov.hk round the clock.

3. **Is user registration required ? Is there any user registration fee ?**
   Registration of a user account is required for using the e-Filing Services and Access to WI/PI Services (for designated specified persons).   No registration fee is required.

   For using the e-Search Services only, registration of a user account is optional.   An annual fee is required for registration of a principal account ($500) and subsequent account ($100) for subscription to e-Search Services. However, users may also access the e-Search Services as an Unregistered Online User without an account.

4. **Where can I apply for user registration ?**
   User registration can be done online at the e-Services Portal. Details of the user registration process are illustrated at **Annex**.

5. **Who can register as an e-Services user ?**
   (i) Individual User
      A natural person can register for an **Individual** user account.
   (ii) CR Company User
      A local or a registered non-Hong Kong company registered with the Companies Registry under the Companies Ordinance, (Cap. 622) can register for a **CR Company** user account.
   (iii) BR Entity User
      A business registered only with Inland Revenue Department ("IRD") under the Business Registration Ordinance (Chapter 310 of the Laws of Hong Kong) such as firms or partnerships can register for a **BR Entity** user account.
   (iv) Other Non-Individual User
      Application who is not within the above three types of users can register for an **Other Non-Individua**l user account.

   Types (i), (ii) and (iii) users can subscribe to all available electronic services.   Type (iv) user can subscribe to e-Search and Access to WI/PI Services only.

6. **Are identification document and other supporting document(s) required ?**
   For subscription to e-Filing Services, proof of identification information for Individual and BR Entity is required.   For individuals, identification document includes Hong Kong Identity Card or passport (for non-Hong Kong Identity Card holder).   For BR Entity, copy of the valid business registration certificate is required.
   For subscription to the Access to WI/PI Services, the supporting documents required for the applications are relating to the identification documents of the applicant, evidence of the capacity of the applicant and authorisation letter issued by the specified person in case the specified person is other than a natural person.   For details, please refer to the information pamphlet "Additional Documents for the Application for Disclosure of Withheld Information / Protected Information", which can be downloaded from the website of the Registry.
   Related documents may be submitted electronically or presented in person to the Registry's e-Services Centre on the 13th Floor Queensway Government Offices 66 Queensway, Hong Kong for checking.
   For subscription to the e-Search Services, while personal identification information will need to be provided for individual users, no identification document proof is needed for different types of users.

7. Is certification of the identification document and supporting document(s) required?

Identification document and supporting document(s) submitted electronically are needed to be a certified true copy. Copies are deemed to certified as a true copy if it is duly certified by:

		Subscription to e-Filing Services	Subscription to Access to WI/ PI Services
(i)	a notary public practising in Hong Kong	✓	✓
(ii)	a solicitor practising in Hong Kong	✓	✓
(iii)	a certified public accountant (practising) within the meaning of section 2 of the Accounting and Financial Reporting Council Ordinance (Cap. 588)	✓	✓
(iv)	an officer of the court in Hong Kong who is authorized by law to certify documents for any judicial or other legal purpose	✓	✓
(v)	a professional company secretary practising in Hong Kong	✓	✓
(vi)	a TCSP licensee as defined by section 1 of Part 2 of Schedule 1 to the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615)	✓	✗
(vii)	a consular officer of user's home country, in the case of a non-Hong Kong resident	✓	✓
(viii)	the authority or body which issues the document	✗	✓

8. Is digital certificates accepted as proof of identification information ?

Hongkong Post e-Cert (Personal) certificate and Personal ID-Cert issued by Digi-Sign Certification Services Limited are accepted as proof of identification information

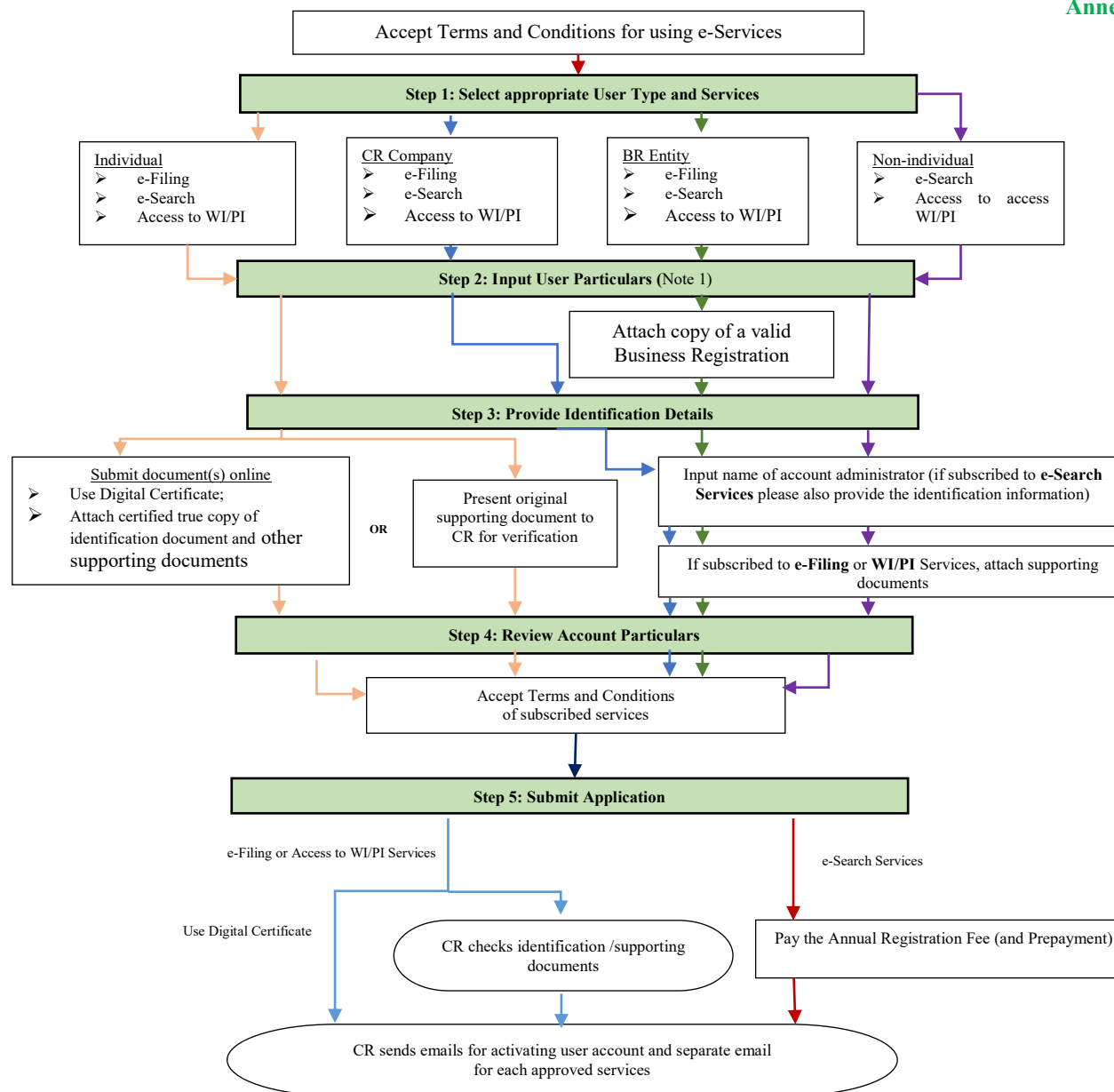## 9. Can I use "iAM Smart" in user registration ?

Individual user may use "iAM Smart" in user registration at the e-Services Portal. Particulars will be filled automatically in the online registration form and the identity will be verified by system.

10. Where can I ask for further information ?

Customers 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

User Registration Process

Annex

Accept Terms and Conditions for using e-Services

Step 1: Select appropriate User Type and Services

Individual
- e-Filing
- e-Search
- Access to WI/PI

CR Company
- e-Filing
- e-Search
- Access to WI/PI

BR Entity
- e-Filing
- e-Search
- Access to WI/PI

Non-individual
- e-Search
- Access to access WI/PI

Step 2: Input User Particulars (Note 1)

Attach copy of a valid Business Registration

Step 3: Provide Identification Details

Submit document(s) online
- Use Digital Certificate;
- Attach certified true copy of identification document and other supporting documents

OR

Present original supporting document to CR for verification

Input name of account administrator (if subscribed to **e-Search Services** please also provide the identification information)

If subscribed to **e-Filing** or **WI/PI** Services, attach supporting documents

Step 4: Review Account Particulars

Accept Terms and Conditions of subscribed services

Step 5: Submit Application

e-Filing or Access to WI/PI Services

e-Search Services

Use Digital Certificate

CR checks identification /supporting documents

Pay the Annual Registration Fee (and Prepayment)

CR sends emails for activating user account and separate email for each approved services

Notes:
1. User may authorise **"iAM Smart"** to provide personal information (for individual only)

Note : For information on other details of the user registration process, please refer to the *"Frequently asked Questions"* at www.cr.gov.hk or www.e-services.cr.gov.hk.