



## e-Monitor Service



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e-Services Portal : [www.e-services.cr.gov.hk](http://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](mailto:helpdesk@e-services.cr.gov.hk)

### 1. What is e-Monitor Service?

e-Monitor service provides registered user of the e-Services Portal who have subscribed to electronic filing services (“e-Filing Services”) with an effective and convenient means to keep track of the filing records of a company. Electronic notifications will be sent to the relevant user instantly when a document is registered by the Companies Registry in the public records of a company.

Relevant users may order the image record of the document through the e-Search Services at the e-Services Portal ([www.e-services.cr.gov.hk](http://www.e-services.cr.gov.hk)).

### 2. What is the difference between e-Monitor (Self-Monitor) and e-Monitor (Other Companies) Services?

#### *e-Monitor (Self-Monitor) Service*

Companies, being registered users of the e-Services Portal are provided with **e-Monitor (Self-Monitor) service free of charge** to help them keep track of the filing records of their own companies and take prompt actions as regards any documents which are filed relating to the company without proper authorisation. No subscription of this service is required for the company user.

#### *e-Monitor (Other Companies) Service*

Registered users of e-Services Portal who have subscribed to e-Filing Services may subscribe to **e-Monitor (Other Companies) service** to receive instant notifications upon updating of information of companies (e.g. their customers, business partners or suppliers etc.) they specified. A subscription fee of HK\$17 is charged per company per year.

### 3. If the Company has not registered a user account, can the Company enjoy the e-Monitor (Self-Monitor) 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 related company to receive e-Monitor notification for free.

Individual Users 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. How can I subscribe to the e-Monitor (Other Companies) Service?

You can login the e-Services portal and select [[Other services > e-Monitor > Maintain e-Monitor](#)] function to complete the process.

### 5. When should I renew the e-Monitor (Other Companies) service?

You should renew the e-Monitor (Other Companies) service within 30 days before the expiry of the subscription period. An electronic notification of renewal will be issued to you when the renewal period commences. You can login the e-Services portal and select [[Other services > e-Monitor > Maintain e-Monitor > Renewal](#)] function to complete the process.

### 6. Can I unsubscribe the e-Monitor (Other Companies) service?

You can unsubscribe the e-Monitor (Other Companies) Service for any company at any time you wish. You can login the e-Services Portal and select [[Other services > e-Monitor > Maintain e-Monitor > Unsubscription](#)] function to complete the process. However, the annual subscription fee paid will not be refunded. You have to pay a full-year subscription fee if you wish to subscribe the e-Monitor (Other Companies) Service for the same company again.

### 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](mailto:helpdesk@e-services.cr.gov.hk)

Telephone : (852) 8201 8273

Fax : (852) 8300 1004

You may also refer to the Frequently Asked Questions on “e-Monitor” service at the e-Services Portal.