



公司註冊處
COMPANIES REGISTRY

Company Search Mobile Service



www.mobile-cr.gov.hk

Address : 14th floor, Queensway Government Offices, 66 Queensway, Hong Kong.
Website : www.cr.gov.hk
e-Registry : www.eregistry.gov.hk
Cyber Search Centre : www.icris.cr.gov.hk
Company Search Mobile Service : www.mobile-cr.gov.hk
Email : crenq@cr.gov.hk
Enquiry Hotline (IVRS) : (852) 2234 9933

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1. What is Company Search Mobile Service ?

Company Search Mobile Service (CSMS) is provided as an additional and convenient means for you to conduct company searches using your smartphone and mobile devices anytime and anywhere to facilitate business. You can access the CSMS at our mobile platform www.mobile-cr.gov.hk.

The web pages and search results of the CSMS have been customised for best viewing on smartphones and mobile devices running on iOS or Android platforms.

2. Can I use any smartphones or mobile devices to access the mobile website ?

Yes. You can use any smartphones or mobile devices which can access the internet to log in the CSMS.

3. Who can conduct searches at the CSMS ?

Anyone can access the CSMS at our mobile platform www.mobile-cr.gov.hk and log in the CSMS as an **Unregistered Online User**. If you conduct company searches frequently, you may register as a **Registered Online User**. Registered Online Users of the Companies Registry's Electronic Search Services can use their login IDs to conduct searches at CSMS.

4. What services are available ?

All search services and functions of the Companies Registry's Electronic Search Services currently provided at the Cyber Search Centre (CSC) (www.icris.cr.gov.hk) are available at the CSMS.

The search services include:

Free Search Services

Company Name Search
Document Index Search
Charges Index Search
Disqualification Orders Index Search

Payable Search Services

Image Record Search
Company Particulars Search
Directors Index Search
Disqualification Order Particulars Search
Ordering Certificates and Other Products

Please refer to the information pamphlet "**How to Obtain Company Information**" for details. (Note 1)

5. How do I pay for the payable search services (Note 2) ?

Registered Online Users

- by deduction from their prepayment accounts.

Unregistered Online Users

- by credit card (VISA/Mastercard/JCB/UnionPay) or digital wallet (Apple Pay/Google Pay).

6. Do I get any official receipt when I make a payment at the CSMS ?

For **Unregistered Online Users**, a digital receipt will be displayed after an online payment is successfully made. The Order Number and the Order Enquiry Reference Number, which are displayed on the digital receipt, are required for downloading the ordered items or checking the status of the orders made. Therefore, **please ensure that**

the digital receipt is screen captured before exiting the relevant screen.

For **Registered Online Users**, service fees will be deducted from their prepayments. A transaction acknowledgement with a transaction number will be displayed.

7. *How will the search results be delivered ?*

Most of the search results can be viewed online, for example, searches on Company Name Index, Charges Index, Document Index, Directors Index and Disqualification Orders Index. In addition to online viewing, image records can be downloaded. Certified copies of records ordered online can only be collected in hard copies.

8. *Is there any time limit for viewing the search results through the CSMS ?*

No. However, the system will log out your connection in 20 minutes if no search action is detected. You may log in the CSMS again anytime.

9. *Can I save the search results obtained through the CSMS ?*

Yes. For search results which are ordered for online viewing, you can save the search results using the screen capture function of your smartphone or mobile devices. For image records, a pdf viewer is required. Upon opening the file, you can view or save the image record.

10. *Can I view search results for online viewing again after I have exited the relevant screens ?*

No. Once you have clicked any button or the menu to exit the screen for online viewing of search results, the system will remove the search results. If you want to keep the search results for future reference, you have to use the screen capture function of your smartphone or mobile devices to save the search results in the first place. For image records, you can save the files after viewing.

11. *How can I check the status of my orders placed via CSMS ?*

You can use the "Order Enquiry" function to check the status of your orders (other than online view or download orders).

For **Registered Online Users**, an Order Index will be displayed when the Order Enquiry function is selected.

For **Unregistered Online Users**, you need to input the Order Number / Transaction Number / Receipt Number / Order Form Number and Order Enquiry Reference Number which are shown on the digital receipt to check the status of your orders. You can also retrieve your orders using the "My Orders" function under the Shopping menu.

12. *What should I bring along when I collect the ordered items in person ?*

You can collect the ordered item(s) by showing the order form(s) which can be retrieved from the "My Orders" function under the Shopping menu via your own mobile device at our Collection Counters of the Public Search Centre (**Note 3**) on and after the date and time specified in the Order Form.

13. *Where to go for further information ?*

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

E-mail: cr.helpdesk@icris.cr.gov.hk
Telephone: (852) 8201 8273
Fax: (852) 8300 1004

Notes

1. You can download information pamphlets at www.cr.gov.hk; obtain hard copies at the Companies Registry or by fax through the 24-hour enquiry hotline (IVRS) (852) 2234 9933.
2. Please refer to the information pamphlet "**Price Guide to Main Services**" for the fees on search services. You can also obtain details of the search fees by selecting "**Service Fees**" under "**About e-Search**" on the menu after you have logged in to the CSMS.
3. Collection Counters are located at 13th Floor, Queensway Government Offices, 66 Queensway, Hong Kong. (Service Hours: Monday to Friday, 8:45 a.m. to 5:30 p.m., *except Public Holidays or when Black Rainstorm Signal or Typhoon Signal No. 8 has been issued.*)