



How to Subscribe to Withheld Information / Protected Information Search Services under the e-Services Portal of the Companies Registry

Who can apply for subscription to the WI / PI Search Services?

The following types of designated specified persons can apply for subscription to the Withheld Information / Protected Information (“WI / PI”) Search Services for their user accounts of the e-Services Portal –

a liquidator	a trustee in bankruptcy	a public officer / public body
scheduled persons	a solicitor / foreign lawyer	
a certified public accountant (practising)	a financial institution / designated non-financial businesses and professions (DNFBP)	

(For the meaning of specified person, please refer to the Companies (Residential Addresses and Identification Numbers) Regulation (Cap. 622N)

A designated specified person who is a natural person can apply for disclosure of WI / PI online through his/her user account after subscribing to the WI / PI Search Services.

If the designated specified person is **NOT** a natural person, it has to apply for subscription to the WI / PI Search Services for its authorised representative after it has subscribed to the WI / PI Search Services. The authorised representative, who must be a natural person, can then apply on behalf of the specified person for the disclosure of the WI / PI through his/her user account.

Important Note

If the holder of a user account ceases to be any type of the specified persons stipulated under his/her/its subscription to the WI / PI Search Services, he/she/it must forthwith notify the Registrar of Companies of the cessation and cease to apply for disclosure of WI / PI as that type of specified persons.

Address : 13th 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

How to apply for Subscription to the WI / PI Search Services by a specified person who is a natural person?

If the specified person does not have a User Account

- Go to the **e-Services Portal** of the Registry (www.e-services.cr.gov.hk)
- Click the “**Register Now**” button on the landing page to **register for a User Account**

- Select subscription to the “**Access to Withheld Information / Protected Information**” services and provide the information required
- Submit the application online **together with** supporting documents

- An email informing the result of the application will be sent to the applicant
- If approved, a separate email containing the **activation link** of the User Account will also be issued to the applicant

If the specified person has a User Account already

- Go to the **e-Services Portal** of the Registry (www.e-services.cr.gov.hk)
- Log in the e-Services Portal with the **User Account**

- Click the user name on the top right of the screen and select “**User Account Maintenance**”
- Select “**Subscribe Service**” and click the “**Subscribe**” button under “**Access to Withheld Information / Protected Information as specified person**” and provide the information required

- Submit the application online **together with** supporting documents

An email informing the result of the application will be sent to the applicant

How to apply for Subscription to the WI / PI Search Services by a specified person who is **NOT** a natural person?

Step 1 : The specified person to apply for Subscription to the WI / PI Search Services

If the specified person does not have a User Account

- Go to the **e-Services Portal** of the Registry (www.e-services.cr.gov.hk)
- Click the **“Register Now”** button on the landing page to **register for a User Account**

- Select subscription to the **“Access to Withheld Information / Protected Information”** services in the capacity as **specified person** and provide the information required
- Submit the application online ***together with*** supporting documents

- An email informing the result of the application will be sent to the applicant
- If approved, a separate email containing the **activation link** of the User Account will also be issued to the applicant

If the specified person has a User Account already

- Go to the **e-Services Portal** of the Registry (www.e-services.cr.gov.hk)
- Log in the e-Services Portal with the **User Account**

- Click the user name on the top right of the screen and select **“User Account Maintenance”**
- Select **“Subscribe Service”** and click the **“Subscribe”** button under **“Access to Withheld Information / Protected Information as specified person”** and provide the information required
- Submit the application online ***together with*** supporting documents

An email informing the result of the application will be sent to the applicant

Step 2: Apply for subscription to the WI / PI Search Services for authorised representative

- Go to the **e-Services Portal** of the Registry (www.e-services.cr.gov.hk)
- Log in the e-Services Portal with the **User Account**

Select the service **“Access to WI / PI”** from the menu bar → **“Access to Withheld Information / Protected Information”** → **“Apply for subscription to “Access to Withheld Information / Protected Information” Services for Authorised Representative”**

Provide the information required and submit the application online ***together with*** supporting documents

If approved, the **activation ID and token** of the subscription will be sent to the authorised representative’s email address provided by the applicant

Step 3: Activate the subscription to the WI / PI Search Services by the authorised representative

The authorised representative does not have a User Account

- Go to the **e-Services Portal** of the Registry (www.e-services.cr.gov.hk)
- Click the **“Register Now”** button on the landing page to **register for a User Account**

- Select subscription to the **“Access to Withheld Information / Protected Information”** services in the capacity as **authorised representative** and enter the **activation ID and token**
- Provide the information required and submit the application

An email containing the **activation link** of the User Account will be issued to the authorised representative

The authorised representative has a User Account already

- Go to the **e-Services Portal** of the Registry (www.e-services.cr.gov.hk)
- Log in the e-Services Portal with the **User Account**

- Click the user name on the top right of the screen and select **“User Account Maintenance”**
- Select **“Subscribe Service”** and click the **“Activate”** button under **“Access to Withheld Information / Protected Information as authorised representative of specified person not being a natural person”** to activate the subscription using the **activation ID and token**

The subscription of services is activated

What are the supporting documents required for the applications?

In general, 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”**.

