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COMPANIES REGISTRY

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Companies Registry External Circular No. 1 / 2026

e-Filing Services for Unregistered Users with “iAM Smart+”

This circular announces a new feature of the electronic filing services (“e-Filing Services”) under the e-Services Portal (www.e-services.cr.gov.hk) of the Companies Registry (“the Registry”). Starting from **17 August 2026**, individuals who have registered for “iAM Smart+” can access designated functions of the e-Filing Services (“**e-Filing Services for Unregistered Users**”) to submit certain commonly used forms for registration electronically, without the need to register for a user account and subscribe to the e-Filing Services under the e-Services Portal.

Background

2. The Registry is dedicated to enhancing the user-friendliness of its electronic services. In end-2023, the Registry launched its revamped core information system, the Integrated Companies Registry Information System (“ICRIS”), together with the e-Services Portal which is a single integrated online platform that provides convenient round-the-clock services, including electronic search and document submission services. Users can access different electronic services by a single logon to the Portal.

3. The revamped system has also simplified the e-Filing Services. Individual registered users of the e-Filing Services are associated with their related companies automatically by the system to enable e-filing for the companies if they have reported their Hong Kong Identity Card or passport number for their appointments as

directors/company secretaries, or as directors/company secretaries of the non-individual officers of companies.

4. Under the current e-Filing Services, a natural person, however, must register an individual user account in the e-Services Portal and subscribe to the e-Filing Services before he/she can sign and submit documents online.

New Feature of e-Services Portal

5. To further enhance accessibility and user convenience, the Registry will launch the e-Filing Services for Unregistered Users on 17 August 2026 to enable individual directors or company secretaries of companies or of the companies' non-individual company officers, who hold an "iAM Smart+" account, to submit certain commonly used forms to the Registry for registration electronically, without the need of prior registration of a user account under the e-Services Portal and subscribing to the e-Filing Services. Initially, such commonly used forms include Annual Return (Form NAR1) and Notice of Change of Address of Registered Office (Form NR1) for local companies.

6. e-Filing Services for Unregistered Users are ready-to-use e-services that best suit the needs of infrequent users of the e-Filing Services, who may only need to submit one or two documents per year and will therefore not prefer to keep a dedicated user account and password for the purpose. Unregistered users can sign the form simply and directly with their "iAM Smart+" and pay the registration fee online, if applicable, before submission. Completing forms online using the e-Filing Services for Unregistered Users is similar to the process of the existing e-Filing Services. To facilitate user in completing annual returns, key company particulars will also be pre-filled by the system based on the Registry's records as at the made-up-date of the return.

7. Step-by-step demonstration video on e-Filing Services for Unregistered Users will be provided under the "Electronic Services > e-Services Portal > Demonstrations" section of the Registry's website (www.cr.gov.hk) and in the e-Services Portal on 17 August 2026 upon the launch of the services.

"iAM Smart+"

8. "iAM Smart" is a free account that can be used by all Hong Kong Identity Card holders aged 11 or above. It allows users to perform authentication through

personal mobile phones and log in for using the online services of different government departments and commercial organisations. “iAM Smart” account is available in two versions, namely “iAM Smart” and “iAM Smart+”. “iAM Smart” provides general identity authentication, “e-ME” form filling and personal assistant functions, while “iAM Smart+” additionally provides digital signing function.

9. Users can register “iAM Smart+” through the “iAM Smart” mobile app. Alternatively, users may bring along their Hong Kong Identity Cards for in-person registration through the self-registration kiosks in specified government premises, registration service counters or “iAM Smart” mobile registration teams. For more details, please visit the iAM Smart dedicated website (www.iamsmart.gov.hk) maintained by the Digital Policy Office.

10. To facilitate registration of “iAM Smart+” for those individual unregistered users who wish to enjoy the new e-Filing Services for Unregistered Users, an “iAM Smart+” self-registration kiosk will be available for use at the e-Services Centre of the Registry on 13/F of the Queensway Government Offices with effect from 17 August 2026.

Enquiries

11. Enquiries concerning this circular can be directed to Ms Vonnice TSANG, Assistant Registry Manager (Development)², at (852) 2867 5381 or crenq@cr.gov.hk.

12. The Registry also provides 24/7 enquiry service for its electronic services through the Help Desk Support Service Team via the following contact details –

Telephone: (852) 8201 8273

Fax: (852) 8300 1004 (Attn: Helpdesk)

Email: helpdesk@e-services.cr.gov.hk

Kinnie WONG
Registrar of Companies