



Frequently Asked Questions

Registration of User Account for e-Services

A General

Q1. What is e-Services Portal? How to access the e-Services Portal?

Answer: **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 e-Services Portal can be accessed at www.e-services.cr.gov.hk round-the-clock.

Q2. What type of electronic services are available at the e-Services Portal?

Answer: Electronic services available at the e-Services Portal include:

- (i) e-Filing Services : This service is for delivery of forms and documents in electronic form to the Registrar under the Companies Ordinance (Cap.622) (“CO”) and other Ordinance administered by the 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.
- (iii) Access to Withheld Information / Protected Information (Access to WI-PI) Services: This service is for obtaining withheld information (as defined by 47 of the CO) or protected information (as defined by section 53(1) of the CO) kept by the Registrar.

Q3. What are the equipment requirements for using services of the e-Services Portal?

Answer: You will need a desktop or mobile hand-held devices with internet access, preferably broadband connection, and equipped with a web browser. For the detailed specifications, please refer to the information sheet entitled “Equipment Specifications for Using Services of the e-Services Portal” which can be downloaded from the ‘Equipment Specifications’ section at the e-Services Portal.

Q4. Must I be a registered user before using the services of the e-Services Portal?

Answer: 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 registration 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.

Q5. Who can register as a user of the e-Services Portal?

- Answer:
- (i) A natural person can register for an **Individual** user account;
 - (ii) A local company 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; or
 - (iii) A business registered **only** with the Inland Revenue Department (“IRD”) under the Business Registration Ordinance (Chapter 310 of the Laws of Hong Kong) can register for a **BR Entity** user account; or
 - (iv) Applicant who is not within the above three types of users can register for an **Other Non-Individual** user account.

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

Q6. How can I apply for user account registration? What is the user registration fee?

- Answer: Online application for registration of a user account and subscription to the electronic services are available at the e-Services Portal. An annual registration fee is only required for registration of principal or subsequent accounts for subscription to e-Search Services.

Q7. What are the differences in various e-Services among different types of users ?

- Answer: Different types of users in relation to subscription to various e-Services are as follows:

A. e-Search Services

All types of users (i.e. Individual, CR Company, BR Entity and Other Non-individual) can subscribe to the e-Search Services. There will be principal account and subsequent account for the e-Search Services. Principal account user can be a non-individual (i.e. CR Company, BR Entity or Other Non-individual) or an individual while subsequent account user will be confined to individual user only.

B. e-Filing Services

Except for Other Non-individual, all different types of users, namely Individual, CR Company and BR Entity, can subscribe to the e-Filing Services. Each Individual, CR Company, or BR Entity can subscribe to the e-Filing Services with one user account only. User may also subscribe to other services under the same account. A user can have one and only one account subscribing to both e-Filing Services and e-Search Services and at the same time, have different accounts subscribing only to the e-Search Services.

C. Access to WI/PI Services

Designated types of specified persons, whether being a natural person or not, can apply for subscription to the Access to WI / PI Services.

Q8. What identification document and supporting document is required for registering an User Account?

Answer: 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.

Q9. Are the identification document and supporting document(s) required to be certified?

Answer: Identification document and supporting document(s) submitted electronically need 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	✗	✓

Q10. Is digital certificate accepted as proof of identification information?

Answer: The following digital certificates are acceptable:

- (i) Hongkong Post e-Cert (Personal) certificate; or
- (ii) Personal ID-Cert issued by Digi-Sign Certification Services Limited.

Q11. I have registered for an “iAM Smart” account. Can I use it in the application of an user account?

Answer: 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.

Q12. I am a person who can certify the copy of identification document. Can I certify the copy of my identification document if I wish to register as an Individual User of the e-Services Portal?

Answer: No. The certification of identification documents cannot be self-serving. Please arrange the copy of your identification document to be certified by another person specified in the answer to **Q9** above.

Q13. If I choose to submit the identification and supporting document to the Companies Registry in person for verification, what should I bring along?

Answer: You may present a printed copy of the “Acknowledgement of request for user registration” together with your **original** identification and supporting documents at the Registry’s e-Services Centre on the 13th Floor of Queensway Government Offices 66 Queensway, Hong Kong for verification.

Q14. How long does it normally take to register an Individual User account at the e-Services Portal?

Answer: The time required will be subject to the types of services subscribed and the need to provide identification or other supporting document for verification:-

- (i) Digital Certificate / iAM Smart – the system will accept your registration immediately if the information provided is correct.

- (ii) Certified copy of identification document and supporting documents – the documents will be scrutinised by CR’s officer during normal office hours. The time required to complete the process will depend on the type of services subscribed.
- (iii) Original identification and supporting documents presented to the Companies Registry in person. Your registration will normally be accepted immediately after the original documents are checked by CR’s officer.

An email for activating the user account will be sent out by the system normally within one hour after application for subscribing to any one of the services is accepted. Notification of commencement for use of individual services will be sent separately to your registered email address. User can start using the successfully subscribed services after activating the account.

Q15. Can I use my friend’s email address as my registered email address at the e-Services Portal ?

Answer: There is no restriction on the use of email address. However, as the registered email address will be used for communication between the e-Services Portal and users, including the email notification for account activation and other emails containing sensitive information such as User ID, password resetting, monthly statements, etc., you are advised to use your own email address.

Q16. How can I know whether my user account registration and subscription of e-Services is successful?

Answer: For successful registration, an email inviting user to activate the user account will be sent to the user’s registered email address. The user account should be activated within the period specified in the email notification. Notification of commencement for use of individual services subscribed will be sent separately to your registered email address. You can logon your account [User Account Maintenance > Subscribe Service] to check the subscription status of e-Services. You may contact the Helpdesk at (852) 8201 8273 or helpdesk@e-services.cr.gov.hk if you have any enquiries.

Q17. Can I change my user particulars after registration?

Answer: Users can login the user account [User Account Maintenance > Change Particulars] to change their registered particulars in relation to contact information (e.g. address, email address, telephone no., fax no., choice of language for correspondence).

Q18. Do I need to apply for a CR Company User account and build associations with the user accounts of the company officers for filing documents of my company electronically?

Answer: The company is not required to have a user account of the e-Services Portal for filing documents electronically.

If the name and Hong Kong Identity Card number (“HKID No.”) or passport number of an Individual user match with the records of directors, company secretaries or authorized representatives (“Company Officers”) of a company or of the company’s non-individual Company Officers in the CR’s database, the system will recognise the relationship and automatically associate the Individual user with the company when the individual user logs on the e-Filing Services of the e-Services Portal. The

individual user can then submit documents electronically for the company directly without the need to build account association manually with the company beforehand.

However, building account association manually with company will still be required for the capacities other than Company Officers (e.g. liquidator) or for the individual Company Officers that have no HKID No. or passport number recorded in the CR's database. Manual association with company can be done by relevant users already associated with the company.

In both situations above, the company is not required to have a user account in the e-Services Portal as a prerequisite.

The main function of the CR Company User account for the e-Filing Services is to share its deposit account for settling the required fees for documents submitted electronically by its associated users. If a CR Company User account is required, the account can be registered by an Individual user associated with the company.

Q19.

Is “company code” still required for building account association with the user account of a company?

Under the new system, use of the “company code” issued by the old system for building account association is no longer required.

B ***Fees and Payment***

Q1. Are registered users of e-Services Portal required to pay any registration fees?

Answer: For subscribing to e-Search Services, an annual fee of HK\$500 for registration of a principal account and HK\$100 for a subsequent account will be charged. The annual registration fee of a principal account is charged based on service year. The annual registration fee for subsequent account will be calculated on a pro-rata daily basis of the principal account's service year.

No registration fee is required for subscription to e-Filing Services and Access to WI /PI Services.

Q2. How can I make a payment online?

Answer: You can make payment online by:-

- (i) deduction from deposit account ;
- (ii) credit card (VISA/Mastercard/JCB/UnionPay);
- (iii) digital wallet (Apple Pay/Google Pay); or
- (iv) PPS Shop&Buy Service.

If you wish to pay by credit card, you may have to obtain the relevant secure code/password from the card issuing bank, as required.

Q3. Do I get any official receipt when I make a payment online?

Answer: If an online payment is made successfully, a digital receipt containing the Receipt Number and Case Number will be generated. As the Receipt Number and Case Number have to be quoted for future enquiries, you are advised to save/print the digital receipt for record before exiting the relevant screen. For top-up of deposit accounts, a receipt containing the Receipt Number and Payment Order Number will be generated.

For online replenishment of deposit account by bank autopay, no receipt will be issued while the replenishment will be reflected in the deposit account.

Q4. Can I obtain a statement showing the paid services used per log-in session or over a period of time?

Answer: Registered users may retrieve their daily transaction statements, payment summaries and monthly statements from the drop-down menu in the e-Services Portal free of charge. The respective charges, fees and levies, where appropriate, the opening and closing balances of the deposit accounts are shown in the respective statements. Besides, a transaction listing statement showing the transaction details for a specified month up to the last three months can be ordered at a cost.

Q5. Can I make a prepayment into my deposit account on a voluntary basis? Is there any limit on the amount of prepayment?

Answer: You are entirely free to set the level of prepayment in your deposit account.

Q6. How can I increase or reduce the amount of prepayment in my deposit account?

Answer: You can submit an online request for increasing or reducing the amount of prepayment at the e-Services Portal . After login the e-Services Portal, you may go to the drop-down menu [[Deposit Account Maintenance > Prepayment Increase / Prepayment Decrease](#)] to submit the online request.

For increase of prepayment, you can pay by:-

- (i) credit card (VISA/Mastercard/JCB/UnionPay);
- (ii) direct internet bank transfer (from the bank accounts of HSBC, Hang Seng Bank and member banks of JETCO);
- (iii) digital wallet (Apple Pay/Google Pay);
- (iv) PPS Shop&Buy Service;
- (v) autopay instruction; or
- (vi) depositing an e-Cheque issued by any bank which offers e-Cheque issuance service through the e-Cheque Bill Payment Service provided by Bank of China (Hong Kong) Limited.

Alternatively, you may download a payment advice from the e-Services Portal and present it together with your payment in person at the Shroff Office of the Companies Registry's Public Search Centre on the 13th floor of the Queensway Government Offices. Payment by cheque (payable to "Companies Registry") can also be sent by post to Financial Services Division of the Companies Registry on the 29th floor of the Queensway Government Offices.

For reducing the amount of prepayment, once you have submitted an online request, your available account balance will be adjusted accordingly. The reduced amount is normally refunded by cheque (HK\$) via mail. That said, if online payment is used for the latest prepayment increase of this user account and the transaction is within the refundable period of the financial institutions, the reduced amount will be credited to the designated credit card account (for credit card) or bank account (for PPSB) respectively. . Normally it will take about four to six weeks to effect the refund.

Q7. Can I replenish my deposit account by bank autopay?

Answer: Yes, you can arrange for your deposit account to be topped up periodically and automatically by direct debiting the top up amount to your bank account. You can download the direct debit authorization form through [[User Account Maintenance> Direct Debit Authorization](#)] and return the completed form by hand or by post to the Companies Registry (Attn: Financial Services Division). The top up will be carried out on a monthly basis at the beginning of each month. The amount to be debited to your bank account will be the difference between the balance of your deposit account and the deposit limit set by you for your deposit account as at the end of the previous month or the limit of each payment/month set out in your direct debit authorization form, whichever is the lower.

Q8. For autopay (direct debit) instruction to top up my deposit account under the e-Services Portal, how can I ensure that the amount to be debited to my bank account will not be too excessive?

Answer: When you create your deposit account through [[Deposit Account Maintenance > Change Deposit Limit](#)], you can set a deposit limit which will be the maximum amount to be

debited to your bank account in each top up event. You can change the deposit limit from time to time to fit your requirements. On the other hand, you are advised to set a ceiling of each payment in your autopay instruction (direct debit authorisation).

Q9. How can I check the balance of my deposit account at the e-Services Portal?

Answer: After logging-on the e-Services Portal, the available account balance can be viewed by expanding the drop-down menu (located at the top right side of screen). In addition, there is an enquiry function "Enquiry Deposit Account Balance" under "Deposit Account Maintenance" for you to check the account balance.

Q10. If there are insufficient funds in my deposit account for making a payment at the e-Services Portal, what can I do?

Answer: You can top up the prepayment by online means using credit card (VISA/Mastercard/JCB/UnionPay), digital wallet (Apple Pay/Google Pay) or through PPS Shop&Buy Service.

Q11. How can I draw money from my deposit account?

Answer: Any refund (including withdrawal of deposit account) will normally be paid through the channel where you paid the prepayment. For example, if the prepayment is paid by credit card, the refund will be credited to your credit card account provided the transaction is within the refundable period of the financial institutions; otherwise, refund will be made by cheque (HK\$) via mail. Normally a refund will take about four to six weeks for the necessary verification and bank clearance processes.

C User Account Association

Q1. Why is there a need for user account association?

Answer: User account association is required to enable the system to identify the relationship between a user and a company in order to use the e-Filing Services. Only Individual users are allowed to sign and submit documents electronically. They can sign documents for companies with which they are directly associated or sign on behalf of the associated CR Company and BR Entity User for companies where they are the corporate officers.

Q2. How to associate an Individual User account to a company?

Answer: Individual user must have a registered individual user account and subscribed to the e-Filing Services.

If the name and Hong Kong Identity Card number (“HKID No.”) or passport number of an Individual user match with the records of directors, company secretaries or authorized representatives (“Company Officers”) of a company or of the company’s non-individual Company Officers in the Registry’s database, the system will recognize the relationship and automatically associate the Individual user with the company when the individual user logs on the e-Filing Services of the e-Services Portal.

Building account association manually with company will still be required for the capacities other than Company Officers (e.g. liquidator) or for the individual Company Officers that have no HKID No. or passport number recorded in the Registry’s database. Manual association with company can be done by relevant users already associated with the company.

Please refer to the demonstration on “Account Association” at the e-Services Portal for more information.

Q3. Can a BR Entity User account associate other users to its account?

Answer: A BR Entity User account should be applied by its authorized person who has already registered an individual user account. Only one authorized person is allowed to be associated to the BR Entity User at any time. The BR Entity User can login the user account [Filing > Account Association > Maintain Account Association > BR Entity] to change the authorized person.

Q4. How to remove account association from a company?

Answer:

- (i) For manually-created association by user
Individual User and CR Company User can login the account [Filing > Account Association > Maintain Account Association > CR Company] and check the box of “Remove Association”
- (ii) For automatically-created association by system
The system will automatically remove the association of a user account (“the associated user”) from the company under the following circumstances:-
 - (a) The associated user has resigned as an officer of the company under the Companies Ordinance;
 - (b) The associated user has dissolved or ceased to have a place of business in Hong Kong or ceased to exist as a separate entity under the Companies Ordinance;

- (c) The associated user account has been closed;
- (d) The company has dissolved or ceased to have a place of business in Hong Kong or ceased to exist as a separate entity under the Companies Ordinance.

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