公 司 註 冊 處
COMPANIES REGISTRY

Frequently Asked Questions

Electronic Search

General

Common functions and features

1. **Where can I conduct company searches?**

    You can conduct online company searches :

    a. through the e-Search services under the Companies Registry's e-Services Portal at www.e-services.cr.gov.hk; or

    b. onsite at the Companies Registry's e-Services Centre on the 13th floor of the Queensway Government Offices, 66 Queensway, Hong Kong.

2. **Do I need any special hardware or software for conducting online company search at the e-Services Portal?**

    You can conduct online searches using a personal computer, your smartphone or mobile devices with internet access. Please refer to the information sheet "Equipment Requirements of e-Services Portal" in the "Electronic Services" - "e-Services Portal" –"Equipment Specification" section of the Companies Registry's website (www.cr.gov.hk) for details.

3. **How do I conduct searches at the e-Services Portal?**

    After successful login to the e-Services Portal either through your user account (if already opened the account at the Companies Registry's e-Services Portal) or as an Unregistered Online User (if not yet opened an account at the e-Services Portal), you can choose the type of search services under "Search" from the menu bar and follow the messages and instructions appearing on the computer screen. You can also obtain more information from "Demonstration" under "Useful Information" on the menu bar.

4. **Must I open an account at the e-Services Portal and subscribe to the e-Search Services in order to conduct company searches?**

    No. You can conduct company searches through the e-Search Services under the Companies Registry's e-Services Portal at www.e-services.cr.gov.hk as an Unregistered Online User. You can also conduct searches as an Onsite user at the Companies Registry's e-Services Centre on the 13th floor of the Queensway Government Offices, 66 Queensway, Hong Kong.

5. **What are the search fees for conducting company searches?**

    You can select "Service Fees" under "Useful Information" on the menu at the Companies Registry's e-Services Portal for details of the search fees payable. An information pamphlet 'Price Guide to Main Services' is available for download at the Companies Registry's website (www.cr.gov.hk).

6. **How can I pay for the search products ordered at the e-Services Portal?**

    Both an account user (except subsequent account) and a non-account user can make online payment by credit card (VISA/Mastercard/JCB/UnionPay), digital wallet (Apple Pay/Google Pay) or by direct debit through PPS Shop&Buy Service. An account user (except subsequent account) can also settle the fees with the prepayment in his/her/its account. Subsequent account can only settle services fees with the prepayment in the related principal account.

7. **Do I get any official receipt after I have made an online payment for search products at the e-Services Portal?**

    If an online payment is successful, a digital receipt will be displayed. For Unregistered Online Users, the Order Number and the Download Code, which are displayed on the digital receipt, are required for downloading the ordered items or checking the status of the orders made. Hence, please **ensure that the digital receipt is either saved or printed before exiting the relevant screen.**

    For Registered Online Users, if the service fees will be deducted from their prepayment, a transaction acknowledgement with a transaction number will be displayed. If the services fees will be settled by online payment, a digital receipt will be displayed.

8. **How can I know whether the orders (other than view online or download orders) have been successfully made and how can I check the status of my orders?**

    Normally, the orders should have been successfully placed when the transaction acknowledgment page (for transactions settled by prepayment) or the digital receipt (for transactions settled by online payment other than the prepayment) is displayed on the screen after the payment is effected.

You can click the shopping cart icon on the top right of the screen and select the "Order Enquiry" function to check the status of your orders. For **account users**, an Order Index will be displayed when the Order Enquiry function is selected. The Order Index, however, does not include orders that have already been collected for more than seven days. For **non-account users**, you can search your orders by entering (1) order number / order form number / receipt number and order date *OR* (2) telephone number / email address, transaction date and payment method.

In addition, non-account user can also click the shopping cart icon on the top right of the screen and select "My Transactions" function to view order information, including the Order Number and Download Code, of the most recent 50 orders placed via the same computer / same mobile device within the past 7 days.

9. **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 copy form. If you conduct searches onsite at the Companies Registry's e-Services Centre, search results are mainly issued in the form of hard copies.

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

You have to print out the order form from the "Order Enquiry" function and present it at the Collection Counters of the e-Services Centre on the 13th floor of the Queensway Government Offices to collect the ordered items. Non-account users will be required to input the Download Code to download the order form.

11. **How can I place orders for online viewing or downloading of image records or obtaining certified copies of documents?**

You can first conduct an Image Record Search. After identifying the required document from the Document Index, you can place order by clicking the appropriate icon or button for the selected document entry. You can also place order for downloading the image records or obtaining certified copies of all documents of a company filed in a specific year by clicking the "Order all documents filed in a specific year" icon.

12. **When can I download the ordered items after payment?**

The ordered items can normally be available for download within 5 minutes after payment.

13. **Can I view search results again after I have exited the relevant screens at thee-Services Portal?**

    No. Once you have clicked any button or the menu bar 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 save or print the results in the first place. For image records, you can save the files after viewing.

14. **Can I save or print the search results?**

    If you conduct searches online, most of the search results can be saved or printed. You can also place order for certified copies of the screen print of search results.

    If you conduct searches onsite at the Companies Registry's e-Services Centre, search results are mainly issued in the form of hard copies. Results of searches on indices like the Company Names Index, Document Index, etc., will be displayed on screen. Onsite users can place order for hard or certified copies of the computer screen print of search results.

15. **How long will the image records be kept in the download area?**

    The ordered image records will be kept in the download area for seven calendar days.

16. **How can I access the designated download area to download the ordered documents?**

    You may click the shopping cart icon on the top right of the screen and select "Download Ordered Items" on the menu. If you are an account user, a list of all orders available for download will be displayed for selection. If you are a non-account user, you **must** input the Download Code which has been provided in the digital receipt and select the order date to retrieve your order.

17. **I have downloaded an image record at the e-Services Portal. How can I view, save or print the image record?**

    To view or print the image records of documents, a pdf viewer is required. Upon opening the file, you can view, print or save the image record.

18. **Can I apply for a fresh Certificate of Incorporation or Certificate of Change of Name of a local company or Certificate of Registration of Non-Hong Kong Company or Certificate of Registration of Alteration of Name of Registered Non-Hong Kong Company if it has been lost?**

    No. The Companies Registry will not issue a fresh certificate. You may place order for a certified copy of the relevant certificate or a Certificate of Continuing Registration. You may refer to the

information pamphlet 'Certificate of Continuing Registration' which is available for download at the Companies Registry's website (www.cr.gov.hk)

19. **Is there any time limit for online viewing of search results?**

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

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

A free enquiry function is available for account users to check their daily transaction statements and monthly statements of account. The respective charges related to their deposit accounts, and the opening and closing balances of their accounts are also included in the statements. Besides, a transaction listing statement showing the details of all transactions performed including the search keys and the charges for each transaction can be ordered at a cost by the account users. Account users can order the transaction listing statement for a specified month up to the last three months. As to the unregistered online users and the on-site users, system will also ask them whether they want to order this statement for the log-in session before they log out the system.

21. **Where can I obtain more information on conducting company search at the e-Services Portal?**

A set of "e-Search Demonstration" is available under the "Electronic Services" – "e-Services Portal" – "Electronic Search" section of the Companies Registry's website (www.cr.gov.hk). You can also make reference to the demonstration on conducting company searches at the e-Services Portal by selecting "Demonstration" under "Useful Information" on the menu bar. Important notes on conducting searches are also available when you click the "?" icon (i.e. the Help icon) in the header of each search function and the "?" icon by the side of the input fields.

Company Name Search

22. **When conducting a Company Name Search by using the Exact Name Search mode, can I ignore the punctuation marks and spaces between the words in the company name and words like "有限公司", "無限公司", "公司", "Company", "Company Limited", "Limited", etc?**

No. Any omission will lead to different search results.

23. **When conducting a Company Name Search by using the Left Partial Search mode, should I enter the full company name including ending terms like "有限公司", "公司", "Company", "Company Limited", "Limited", etc.?**

No. Entering the full name of a company will lead to different search results.

24. **When conducting a Company Name Search, will the total number of records be shown in the search result screen so that I can decide whether to continue the search?**

The total number of records available will be shown on the first page of the Company Name Search result screen. For a company name search using the 'Left Partial Search' mode, search result of up to 500 records will be displayed. You may enter a longer character string to get a more specific search result.

25. **When conducting a Company Name Search by using the Keyword search mode (for Registered Online Users only), can I return to the previous page to view the first 500 records again free of charge after I have seen the first 500 records of the Keyword search results and continue to search the next 500 records,?**

No. You can save or print out the results first before you proceed to search the next 500 records. As the first 500 records have already been delivered and the transaction has been completed, you cannot go back to view them again once you have proceeded to search the next 500 records.

Document Index Search

26. **Will all documents pending registration be shown in the Document Index?**

Yes. All the documents that have been delivered to the Companies Registry and are pending registration will be shown in the respective Document Index of a company. Documents pending registration will be displayed at the top of the list and will be denoted by "(pending)" at the end of the document names. However, the image records of the pending documents will not be available for search.

27. **How can I identify the documents which contain the information that I require?**

By searching the Document Index, you can obtain a list of documents filed by a company for your selection. Information on the names of documents, filing dates, file size and processing status of documents will be shown.

A number of commonly-used Document Groups are also available under the Document Index Search to facilitate your selection. For example, by selecting the Document Group 'Directors, Company Secretary and Authorized Representatives', a list of all the documents of the company

reporting the appointments, cessations and changes in particulars of directors, company secretaries and authorized representatives will be displayed.

28. **What can I do if an image record is not available for search for reason of 'Image being held for processing'?**

Searchers may contact the Help Desk Support Service for e-Services at Tel: (852) 8201 8273; Fax: (852) 8300 1004; Email: helpdesk@e-services.cr.gov.hk or write to the Companies Registry direct for assistance. Onsite users may contact the staff at the Information Counter of the e-Services Centre on the 13th floor of the Queensway Government Offices to make the search request. The Companies Registry's staff will follow up and notify you of the investigation results.

29. **How can I report defective image records or discrepancies found in the search results?**

Searchers may contact the Help Desk Support Service for e-Services at Tel: (852) 8201 8273; Fax: (852) 8300 1004; Email: helpdesk@e-services.cr.gov.hk or write to the Companies Registry to report the discrepancies. Onsite users may report to the staff at the Information Counter of the e-Services Centre on the 13th floor of the Queensway Government Offices. Documentary support, such as copies of the image records in question, the digital receipt and digital order should be provided by online users. For onsite users, the relevant hard copies and the order form with payment receipt record should be provided. The Companies Registry's staff will investigate and rectify the errors and notify you of the investigation results.

Company Particulars Search

30. **Can I obtain the current information of a company without acquiring the image records of each of the relevant documents?**

Yes. You can place order for a Company Particulars Report which gives a summary of the key particulars of a selected company. In addition to basic company information, the Report provides information on the company's registered office address (for local companies), address of principal place of business in Hong Kong and particulars of authorized representatives (for registered non-Hong Kong companies), share capital structure, information of shareholder(s) (for local companies limited by shares, if any), name(s) of current director(s) and reserve director(s) (if any), particulars of company secretary, particulars of receiver(s) and manager(s) and liquidator(s) (if any). You may select "Company Particulars" under "Search" on the menu for placing your order. You can select to view the Report online or place order for a certified copy of the Report.

31. Can I obtain a company particulars report for any types of companies?

The company particulars report is only available for local companies or registered non-Hong Kong companies. It is not available for :-

(i)   Companies which had been dissolved or ceased to have a place of business in Hong Kong before 1 January 1999.
(ii)   Companies which requested to be struck off before 1 February 1998.

32. What information will be shown in a company particulars report?

In addition to basic company information, a company particulars report will provide company information such as the company's registered office address (for local companies), address of principal place of business in Hong Kong and particulars of authorized representatives (for registered non-Hong Kong companies), share capital structure, information of shareholder(s) (for local companies limited by shares, if any), name(s) of current director(s) and reserve director(s) (if any), particulars of company secretary, particulars of receiver(s) and manager(s) (if any) and particulars of liquidator(s) (if any).

33. How much do I have to pay for a company particulars report?

You can obtain a company particulars report at a fee of HK$22 each

34. Is information on shareholders available when conducting an online database search?

Yes, but you need to place an order for a Company Particulars Report to obtain the information. For a private company, the information of shareholders is taken from the company's Incorporation Form (Form NNC1), Annual Return (Form NAR1) and Return of Allotment (Form NSCl) filed with the Companies Registry, as the case may be. For a listed company, the information is taken from the company's Incorporation Form (Form NNC1) or its Annual Return (Form NAR1) filed with the Companies Registry, as the case may be. You can also refer to the image records of Incorporation Form, Returns of Allotment and Annual Returns (with a list of members) to obtain shareholders' information of the company.

Directors Index Search

35. What information can I obtain from the Directors Index Search?

You can obtain a list of all **current** director(s) and reserve director(s) (if any) of a company (company-based search), a list of companies of which a person is currently a director or reserve

director (director-based search) or the particulars of a specified current director or reserve director (if any) of a company (director particulars search).

36. How much do I have to pay for a director index search report and director particulars search report?

You can obtain a director index search report at a fee of HK$11 per company (for company-based search) or HK$22 per director or reserve director (for director-based search); and a director particulars search report at a fee of HK$11 per director or reserve director.

Charge Index Search

37. What information can I get from the Charges Index Search?

You can obtain a list of all registered charges of a company. Basic information of each charge such as a brief description, the charge registration number, and the dates of creation and registration will also be provided. You can choose to view the names of the documents relating to the registered charges on the list. You may also choose to place orders for the image record(s) of the document(s) after paying the service fee(s).

Subscription to e-Search Services at the e-Services Portal

38. What are the benefits of subscribing to the e-Search Services through the user account?

Account user who subscribes to the e-Search Services at the e-Services Portal can enjoy the following benefits:-

i.   conduct company name search by using keyword search mode at a cost; and

ii.   obtain image records of registered documents at lower fees.

39. How can I access search services after subscribing to the e-Search Services through the user account?

You can log in your user account at the e-Services Portal (www.e-services.cr.gov.hk). After login, you can select "Search" on the menu to access search services.

40. **How can I apply to subscribe to e-Search Services?**

You can submit an online application through the e-Services Portal (www.e-services.cr.gov.hk). If you have already had a user account under the e-Services Portal, you can click your user name on the top right of the screen and select "User Account Maintenance" from the menu. Then, you can select "Subscribe services" to make the application. If you do not have a user account, you can click the button "Register Now" on the landing page of the e-Services Portal to make the application for opening an account. When you are asked to subscribe to the types of services during the application process, you should select "e-Search". Applicant subscribing to the e-Search Services is required to pay the initial annual fee. Applicant may also make initial prepayment upon submission of the application. An email notification of commencement of services will be sent to you after the Companies Registry has received the application and the payment of the initial annual fee.

41. **What are the annual fees for the subscription to e-Search Services?**

An annual fee of HK$500 for a principal account and HK$100 for a subsequent account will be charged. The annual fee for a principal account will be charged on a service year basis. The initial annual fee for subsequent account will be calculated on a pro-rata daily basis of the principal account's service year.

42. **I need to select either "Principal Account" or "Subsequent Account" under "e-Search" Services during the process of application for subscribing to the e-Search Services at the Companies Registry's e-Services Portal. What is the difference between "Principal Account" and "Subsequent Account"?**

Any customer can subscribe to e-Search Services under the e-Services Portal as a Principal Account. After the subscription, the customer can apply for additional subsequent accounts and assign them to different users in the customer's organisation. A maximum of 15 subsequent accounts are allowed for one principal account.

43. **I have subscribed to the e-Search Services as a Principal Account through my user account. How can I open subsequent accounts for the Principal Account?**

The principal account holder can submit an application online to increase the number of the subsequent accounts through the function " Subsequent Account " on the page of "User Account Maintenance". During the application process, the principal account holder will be required to define the "Subsequent Account Linking ID" and the "Subsequent Account Linking Code" when registering a subsequent account.

The principal account holder then passes the "Subsequent Account Linking ID" and the "Subsequent Account Linking Code" to a person who is appointed to be the subsequent account user. During registration of a new account registration or subscription of e-Search

Services as a subsequent account user with an existing user account, the person will be asked to input the "Subsequent Account Linking ID" and the "Subsequent Account Linking Code" to establish the linkage with the principal account user.

The "Subsequent Account Linking ID" and the "Subsequent Account Linking Code" are for establishing linkage between the subsequent account and the principal account only and the subsequent account user still needs his/her own account ID and password for logging on the e-Services Portal.

Principal account user can change the "Subsequent Account Linking Code" and then pass the "Subsequent Account Linking ID" and change "Subsequent Account Linking Code" to another user to act as subsequent account user after de-linking with an existing subsequent account user.

44. **An account usercan make a prepayment on a voluntary basis. Is there any limit on the amount of prepayment? Can I increase or reduce the amount of the prepayment?**

As an account user, you are entirely free to set your own level of prepayment. You can submit an online request for Increase in Prepayment.-

For increase of prepayment, you can pay by one of the following means:-

a. through online payment channels using:

   i.   credit card (VISA/Mastercard/JCB/UnionPay);

   ii.   digital wallet (Apple Pay/Google Pay); or

   iii.   PPS Shop&Buy Service;

b. by direct internet bank transfer (from the bank accounts of the HSBC, Hang Seng Bank and member banks of JETCO);

c. by 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;

d. by posting or delivering a cheque to the Financial Services Division of the Companies Registry on the 29th floor of the Queensway Government Offices (QGO) together with the payment advice; or

e. in person at the Shroff Office of the Companies Registry's e-Services Centre on the 13th floor of the QGO together with the payment advice.

f. autopay instruction (download direct debit authorization form through [User Account Maintenance > Direct Debit Authorization].

[Note: Cheques should be made payable to "Companies Registry"]

You may use the "Prepayment Increase" function under "Deposit Account Maintenance" on the menu to submit the request.

For decrease of prepayment, you can use the following means:

You may use the "Prepayment Decrease" function under "Deposit Account Maintenance" on the menu to submit the request. 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.

45. How can I check my account balance?

You can check the available account balance by clicking your user name on the top right of the screen. In addition, there is an enquiry function "Enquire Deposit Account Balance" under "Deposit Account Maintenance" for you to check the account balance.

46. How can I check the payment records of my subsequent accounts?

The monthly Statement of Account will show the transaction breakdowns of each subsequent account. Conversely, you may use the function "Payment Summary" to check their daily transactions. In addition, you may order the Transaction Listing Statement of a specified month to check the detailed transaction records, including the search keys used.

47 In case there are insufficient funds in my account but I need to conduct a search immediately, what can I do?

You can use online payment methods e.g. credit card/ PPSB to conduct search
You can top up the prepayment by online means using:

i.   credit card (VISA/Mastercard/JCB/UnionPay);

ii.   digital wallet (Apple Pay/Google Pay); or

iii.   PPS Shop&Buy Service.