



e-Monitor Service @ e-Registry



1. What is e-Monitor service?

e-Monitor service provides users of the e-Registry with an effective and convenient means to keep track of the filing records of a company. Electronic notifications will be sent to the relevant Company User and subscriber(s) instantly when a document is registered by the Companies Registry in the public records of a company.

The Company User and the subscriber may order the image record of the document at the Companies Registry's Cyber Search Centre (www.icris.cr.gov.hk) or through the Company Search Mobile Service (www.mobile-cr.gov.hk).

2. What is the difference between e-Monitor (Self-Monitor) and e-Monitor (Other Companies)?

e-Monitor (Self-Monitor) service

Company Users of the e-Registry are provided with **e-Monitor (Self-Monitor) service free of charge** to help them keep track of the filing records of their own companies and take prompt actions as regards any documents which are filed relating to the company without proper authorisation. No subscription of this service is required.

e-Monitor (Other Companies) service

e-Registry Users may subscribe to **e-Monitor (Other Companies) service** to receive instant notifications upon updating of information of companies (e.g. their customers, business partners or suppliers etc.) they specified. A subscription fee of HK\$35 is charged per company per year.

3. How can I subscribe to the e-Monitor (Other Companies) service?

You can login the e-Registry portal and select [[e-Monitor > Subscription](#)] function to complete the process.

4. When should I renew the e-Monitor (Other Companies) service?

You should renew the e-Monitor (Other Companies) service within 30 days before the expiry of the subscription period. An electronic notification of renewal will be issued to you when the renewal period commences. You can login the e-Registry portal and select [[e-Monitor > Renewal](#)] function to complete the process.

5. Can I unsubscribe the e-Monitor (Other Companies) service?

You can unsubscribe the e-Monitor (Other Companies) service for any company at any time you wish. You can login the e-Registry portal and select [[e-Monitor > Unsubscription](#)] function to complete the process. However, the annual subscription fee paid will not be refunded. You have to pay a full-year subscription fee if you wish to subscribe e-Monitor (Other Companies) service for the same company again.

6. Where can I ask for further information?

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

Email : cr.helpdesk@pccw.com
Telephone : (852) 8201 8273
Fax : (852) 8300 1004

You may also refer to the Frequently Asked Questions on "[e-Monitor](#)" service at the e-Registry.