



## Frequently Asked Questions

### Registration of Registered Agent Service

#### A General

##### Q1. What is Registration of Registered Agent service?

Answer: The Registration of Registered Agent service is provided as an entirely voluntary and optional administrative arrangement to facilitate delivery of commonly filed specified forms, other than applications for incorporation of local companies and registration of non-Hong Kong companies, in electronic form at the e-Registry to the Registrar of Companies (“the Registrar”) for registration. This service is not applicable to delivery of documents in hard copy form to the Registrar for registration.

Companies registered under the Companies Ordinance or any natural persons who are required to deliver documents to the Registrar for registration may appoint a Registered Agent (“RA”) to deliver the document in electronic form. The RA can be a company or a natural person who must have already registered as an RA at the e-Registry. Before the RA can act on behalf of his/her/its appointer for the purpose of electronic filing, the RA must first be authorised and appointed by his/her/its appointer.

Registration as an RA should not be regarded as conferring a licence on the RA or as providing any recognition of any qualification of the RA for provision of trust or company service.

To access the Register of Trust or Company Service Provider Licensees, please visit the website of the Registry for Trust and Company Service Providers ([www.tcsp.cr.gov.hk](http://www.tcsp.cr.gov.hk)).

Please refer to Part B – Registration and Deregistration of RA for more information.

##### Q2. Who can appoint an RA?

Answer: Company Users (except Business Registration (“BR”) Company Users) and Individual Users of the e-Registry may appoint RAs for the purpose of electronic filing at the e-Registry.

##### Q3. Must all e-Registry users appoint RA?

Answer: No. Appointment of RA to act on behalf of a Company User or any Individual User is an entirely voluntary and optional administrative arrangement between the appointer and the RA. e-Registry users are only required to appoint RAs if they wish to have their documents delivered in electronic form at the e-Registry to the Registrar by the RAs on their behalf. In no circumstances shall the Registrar be held liable for any disputes arising therefrom.

##### Q4. Do I need to pay for the Registration of RA service?

Answer: No. Registration and deregistration of an RA and appointment or cessation of appointment of RA are free of charge. The RA is only required to pay the relevant fees for documents and applications delivered through the e-Registry.

## **B Registration and Deregistration of RA**

### **Q1. How can I register as an RA?**

Answer: Before you register as an RA, you must be a Company User or Individual User of the e-Registry. You can login the e-Registry portal and select [\[Registered Agent \(RA\) > RA Registration\]](#) to register as an RA. After you have read and accepted the Terms and Conditions for registration as RA, the process of registration is completed. A message confirming your registration together with your Agent Number will be displayed for your record.

### **Q2. What will I get after registration as an RA?**

Answer: After registration as an RA, you will be given an Agent Number which can be used for reporting your appointment as an RA by your appointer(s). If you are a BR Company User of the e-Registry (i.e. an unincorporated business registered with the Inland Revenue Department under the Business Registration Ordinance, Chapter 310 of the Laws of Hong Kong), an Association Code for user account association will also be sent to your message box at the e-Registry and registered email address.

### **Q3. What is the use of the Association Code assigned to a BR Company RA? Can the Association Code be changed?**

Answer: A BR Company RA must enter the Association Code to access the [\[User Maintenance > Account Association\]](#) function to associate or disassociate with persons who can act for the BR Company. However, the BR Company RA cannot use the Association Code to disassociate its authorised person registered in its user profile with the e-Registry. BR Company RA should keep the Association Code in safe custody.

The BR Company RA can login the e-Registry portal and select [\[Registered Agent \(RA\) > Change Association Code\]](#) to request for a change of Association Code. The new Association Code will be sent to the company's e-Registry's message box and registered email address.

### **Q4. How can I deregister as an RA? What are the consequences of my deregistration?**

Answer: You can login the e-Registry portal and select [\[Registered Agent \(RA\) > RA Deregistration\]](#) to deregister as an RA. Upon deregistration as an RA, you can no longer deliver documents in electronic form to the Registrar in the capacity of an RA for any natural persons or companies. Your association with all other user accounts in the capacity of an RA will cease automatically.

### **Q5. Can an RA register again after deregistration?**

Answer: Yes. You can re-register as an RA at any time. You will be given a new Agent Number. For a BR Company RA, a new Association Code will also be given.

## **C Appointment/Cessation of RA**

### **Q1. Can any registered user of the e-Registry appoint an RA?**

Answer: As an RA is appointed to act on behalf of companies registered under the Companies Ordinance or any natural persons who are required to deliver documents to the Registrar, only Individual Users and Companies Registry Company Users (“CR Company Users”) can appoint an RA. BR Company Users cannot appoint RAs at the e-Registry.

### **Q2. Can a user appoint more than one RA?**

Answer: No. A user can appoint only one RA. If the user wishes to appoint another RA, the appointment of the current RA should be terminated first.

### **Q3. How can I/my company notify the Companies Registry of the appointment and/or cessation of appointment of an RA?**

Answer: You can report the appointment and/or cessation of appointment of an RA by following the steps below:-

- (i) Login the e-Registry portal and select the appropriate type of notification from [\[Registered Agent \(RA\) > Appointment/Cessation of RA\]](#).
- (ii) Go through the Guided Wizard for filling in the “Notification of Appointment or Cessation of Appointment of a Registered Agent” (Form E-RAG1).
- (iii) Sign and submit the Form E-RAG1.
- (iv) If the Form E-RAG1 passes system validation, the appointment and/or cessation of appointment of the RA will be registered at the e-Registry.
- (v) Upon the display of the “Acknowledgement” page, the appointment and/or cessation of appointment of RA will become effective.

Electronic notifications regarding appointment and/or cessation of appointment of RA will be sent to the message boxes and registered email addresses of the appointer and RA.

A CR Company User should notify the appointment and/or cessation of appointment of an RA through its directors/company secretary/authorised person who are Individual Users of the e-Registry and their account association have been established.

### **Q4. How can an RA report the cessation to act as the RA of a company or a natural person?**

Answer: An RA can report the cessation to act as the RA by following the steps below:-

- (i) Login the e-Registry portal and select “Ceasing to act as a Registered Agent” from [\[Registered Agent \(RA\) > Appointment/Cessation of RA\]](#).
- (ii) Go through the Guided Wizard for filling in the “Notification of Ceasing to Act as Registered Agent” (Form E-RAG2).
- (iii) Sign and submit the Form E-RAG2.
- (iv) If the Form E-RAG2 passes system validation, the cessation to act as RA will be registered at the e-Registry.
- (v) Upon the display of the “Acknowledgment” page, the cessation to act as RA will become effective.

Electronic notifications regarding the cessation to act as RA will be sent to the message boxes and registered email addresses of the respective appointer(s) and RA.

### **Q5. Can an RA cease to act for more than one company or natural person simultaneously?**

Answer: Yes. An RA can report cessation of appointments for a maximum of 15 appointers in a Form E-RAG2 at the same time. If the RA will also cease to act for other appointers, the RA can file another E-RAG2 by using the “Do a Similar Transaction” function.

**Q6. Who can sign the Form E-RAG1 and Form E-RAG2?**

Answer: The following signatories can sign the Form E-RAG1 and Form E-RAG2 under different scenarios:-

Appointment/Cessation of Appointment of RA by a natural person (E-RAG1)

By the natural person himself/herself.

Appointment/Cessation of Appointment of RA by a company (E-RAG1)

By a natural person director/company secretary/authorised person OR authorised signatory (e.g. natural person director/company secretary/authorised person) of a body corporate director/company secretary. The user account of the signatory at the e-Registry has to be properly associated with the account of the relevant CR Company User.

Cessation to act as a natural person RA (E-RAG2)

By the natural person RA himself/herself.

Cessation to act as a CR Company RA (E-RAG2)

By the natural person director/company secretary OR authorised signatory (e.g. natural person director/company secretary/authorised person) of a body corporate director/company secretary. The user account of the signatory at the e-Registry has to be properly associated with the account of the relevant CR Company User.

Cessation to act as a BR Company RA (E-RAG2)

By the authorised person whose user account at the e-Registry has been properly associated with the account of the BR Company User.

Users can sign the electronic forms either with their digital certificates or the User ID and password registered with the e-Registry.

**Q7. How can an RA search for his appointers?**

Answer: The RA can login the e-Registry portal and select [[Registered Agent \(RA\) > My Appointers](#)] to view the details of his/her/its appointers such as names, company numbers (if applicable), the period of appointment etc.

**Q8. I am not a registered user of the e-Registry, can I appoint an RA by using a hard copy form?**

Answer: Yes. Any natural persons who have not registered as Individual Users at the e-Registry can appoint or cease the appointment of their RAs by delivering a Form RAG1 “Notification of Appointment or Cessation of Appointment of a Registered Agent” in hard copy form. Form RAG1 is available under the “Download” section of the e-Registry and the “Electronic Services > Electronic Services at the e-Registry” section of the Companies Registry’s website ([www.cr.gov.hk](http://www.cr.gov.hk)).

**Q9. I have already appointed an RA by using Form RAG1 in hard copy form. Can I still register as a user of the e-Registry?**

Answer: Yes. You have been given an “Appointment Ref. No.” upon appointing the RA. Please enter this reference number when you register as an Individual User of the e-Registry. For details of user registration, please refer to Frequently Asked Questions on “User Registration and User Account Association” and the respective demonstrations at the e-Registry.

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