



## Frequently Asked Questions

### Annual Return e-Reminder Service

**Q1. What is Annual Return e-Reminder Service?**

Answer: Annual Return e-Reminder Service (“e-Reminder Service”) is a simple and user-friendly service which is provided at the e-Registry free of charge. Electronic notifications for delivering annual returns will be sent by the system to the message boxes and registered email addresses of users. Users can readily access the e-Registry through a hyperlink provided in the notifications for electronic submission of annual returns (e-Forms NAR1 or NN3).

**Q2. Do I need to pay for the e-Reminder Service?**

Answer: No. The e-Reminder Service is provided free of charge.

**Q3. Do I need to subscribe to the e-Reminder Service?**

Answer: Company Users

The following types of companies which have registered Company User accounts with the e-Registry will automatically receive electronic notifications for delivering annual returns :

- (a) local private companies;
- (b) local public companies or companies limited by guarantee of which the Companies Registry has records of their accounting reference periods; and
- (c) registered non-Hong Kong companies.

Individual Users

Individual Users of the e-Registry who have established account association with relevant Company Users may subscribe to the e-Reminder Service free of charge to receive electronic notifications for delivery of annual returns of the companies.

You can login the e-Registry portal [[Annual Return e-Reminder > Subscription](#)] and select “[Local Private Company / Registered Non-Hong Kong Company](#)” or “[Public Company / Company Limited by Guarantee](#)” to complete the subscription process.

**Q4. When will I receive the e-Reminder for delivering annual return of my company?**

Answer: For local private companies and registered non-Hong Kong companies, electronic notifications will be sent on the anniversaries of their dates of incorporation and dates of registration respectively.

For local public companies and companies limited by guarantee, you will receive the electronic notifications either :

- (a) on the date specified by you (“Specified Date”) in your subscription; or
- (b) if the Companies Registry has records of the companies’ accounting reference periods, on the dates to which the companies’ annual returns are made up which is 6 months (for public companies) or 9 months (for companies limited by guarantee) after the end of the accounting reference periods of the companies (whichever is appropriate).

To avoid delays owing to unforeseen circumstances and payment of higher annual registration fees, you are advised to submit the e-Form NAR1 (for local companies) and e-Form NN3 (for registered non-Hong Kong companies) as early as possible.

**Q5. How many companies can I subscribe for the e-Reminder Service?**

Answer: There is no restriction on the number of companies you wish to subscribe.

**Q6. Can I change the date of receiving the e-Reminder for delivering annual return?**

Answer: You can only change your Specified Dates for receiving electronic notifications for local public companies and companies limited by guarantee by using the [\[Annual Return e-Reminder > Change Specified Date\]](#) function.

**Q7. Can I view the list of companies which I have subscribed the e-Reminder Service?**

Answer: Yes. You can login the e-Registry portal [\[Annual Return e-Reminder > Enquiry/Unsubscription\]](#) to view the list of all companies which you have subscribed the e-Reminder Service.

**Q8. Can I unsubscribe the e-Reminder Service?**

Answer: Yes. You can unsubscribe the e-Reminder Service for any company at any time you wish. You can login the e-Registry portal [\[Annual Return e-Reminder > Enquiry/Unsubscription\]](#) to complete the unsubscription process.

**Q9. Do I need to renew my subscription?**

Answer: No. Electronic notifications for delivering annual returns will be automatically sent to you until you have unsubscribed the e-Reminder Service or your subscription has been terminated (please refer to Q10).

**Q10. Under what circumstances will my subscription to the e-Reminder Service for a company be terminated?**

Answer: Your subscription of the e-Reminder Service for a company will be terminated when the company has dissolved or ceased to exist as a separate entity or ceased to have a place of business in Hong Kong (for registered non-Hong Kong companies only). The e-Reminder Service will also be terminated when the account association between the company and you has ceased.

**Q11. Do I need to change any settings in my computer so that I can receive the electronic notifications?**

Answer: To ensure that the notifications issued by the e-Registry will not be classified as spam mails by your email system, please add the e-Registry’s email address: “[eregistry@icris.cr.gov.hk](mailto:eregistry@icris.cr.gov.hk)” to your mailbox contact list or white list. Moreover, your browser should be configured to allow pop-ups from e-Registry “[www.eregistry.gov.hk](http://www.eregistry.gov.hk)” so that you can access the e-Submission service through the hyperlink embedded in the notifications.