



Frequently Asked Questions

e-Monitor

Q1. What is e-Monitor service?

Answer: 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).

Q2. What is the difference between “e-Monitor (Self-Monitor)” and “e-Monitor (Other Companies)”?

Answer: *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.

Q3. How can I subscribe to the e-Monitor (Other Companies) service?

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

Q4. How many companies can I subscribe for e-Monitor (Other Companies) service?

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

Q5. When should I renew the e-Monitor (Other Companies) service?

Answer: 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.

Q6. Can I unsubscribe the e-Monitor (Other Companies) service?

Answer: 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.

Q7. I have subscribed e-Monitor (Other Companies) service, how can I notify the Companies Registry of a change of my additional email address?

Answer: You can login the e-Registry portal and select [\[e-Monitor > Change of Additional Email Address\]](#) to update your additional email address.

May 2017