

**Roles and Responsibilities of users of Principal Administrator Accounts,  
Subsidiary Administrator Accounts and Basic User Accounts**

This Annex outlines the roles and responsibilities of the users of the following three types of user accounts in the Private Insolvency Practitioners (“**PIPs**”) Portal of the Electronic Submission System (“**ESS**”): -

- a) Principal Administrator Account (“**PA Account**”)
- b) Subsidiary Administrator Account (“**SA Account**”)
- c) Basic User Account (“**BU Account**”)

2. The PA Account is created by the Official Receiver’s Office of the Government of the Hong Kong Special Administrative Region (“**ORO**”). The PA Account user is allowed to create and manage SA Account(s) and BU Account(s) under the PA Account. The PA Account user and the SA Account user shall be responsible for the administration of the accounts created under the PA Account. The BU Account user may prepare documents for submission to the ORO through the ESS via the PA Account.

**The PA Account**

3. The PA Account is intended for use by a PIP holding any of the offices as set out in paragraph 12 of the Guidelines for User Registration of Electronic Submission System for his or her own cases. The ORO shall only approve an application for registration of PA Account if a PIP is holding any such offices.

4. The PA Account user is allowed to send information or documents to the OR through the ESS via the PA Account in relation to his or her own cases, or a monthly return of cases administered by him or her and other PIPs within the organization that he or she is affiliated with.

5. The major roles of the PA Account user include the following: -

- (a) Acting as the ultimate responsible party for all account management matters and acting as the representative on behalf of the users in

relation to all SA Account(s) and BU Account(s) created under the PA Account in liaising with the ORO on all account management matters;

- (b) Administering all SA Account(s) and BU Account(s) created under the PA Account and bearing full responsibilities in all account management matters including but not limited to creation of accounts, updating of accounts information, management of accounts, housekeeping and review for the SA Account(s) and the BU Account(s) created under the PA Account; and
- (c) Verifying the identity of the SA or BU Account user before creating the account under the PA Account, in particular the full name as shown in the identity document of the account user and relevant alphanumeric characters of the relevant identity document, if applicable, are inputted and shown in the ESS during account creation process.

6. There is no limit to the number of PA Accounts for each organization. Any eligible person specified in **Section V of the Guidelines for User Registration of Electronic Submission System** is allowed to submit an application for registration of PA Account to the ORO. Each PIP shall only register once for a PA Account in the PIP Portal of the ESS for submission of information and document to the OR.

7. A PIP must register a PA Account before submitting the documents and information as specified in **Section IV of the Guidelines for User Registration of Electronic Submission System** by electronic means through the ESS. The ORO will consider the eligibility for registration of PA Account upon receipt of an application together with all the required supporting documents/information and may request for further information or documents in support of the application where appropriate.

8. Each PA Account user acknowledges the following:

- (a) each PA Account user agrees to comply with **the Terms and Conditions for use of Electronic Submission System via Private Insolvency Practitioners Portal and the Guidelines for User Registration of Electronic Submission System**, as issued and revised by the ORO from time to time for using the ESS and shall procure all users of SA Account(s) and BU Account(s) created under the PA

Account to comply with the Terms and Conditions and the Guidelines for using the ESS;

- (b) each PA Account is registered on an individual basis as identified by the user's name and identity number;
- (c) the PA Account will not have any expiry date, as long as the status of the account user remains unchanged;
- (d) each PA Account user, with the assistance of the SA Account user (where applicable), must ensure that proper access right is granted to users of the SA Account(s) and the BU Account(s) created under the PA Account; and
- (e) each PA Account user must review the SA Account(s) and BU Account(s) created under the PA Account from time to time and remove any obsolete SA Account(s) and BU Account(s) forthwith.

### **The SA Account**

9. The SA Account user assists in the daily administration and management of the BU Account(s) created under the PA Account, including the creation of the BU Account(s) with identity verification and handling the BU Account management.

10. The ORO allows, as a default, a maximum of ten SA Accounts for each organization. If an organization needs more SA Accounts, ORO's approval for additional SA Accounts with justifications should be sought by the PA Account user.

### **The BU Account**

11. The BU Account user can access the cases of all the PA Account users who are affiliated with the organization and act as (i) a provisional trustee-in-bankruptcy or trustee-in-bankruptcy appointed under the Bankruptcy Ordinance (Cap. 6) or (ii) a provisional liquidator or liquidator appointed under the Companies (Winding Up and Miscellaneous Provisions) Ordinance (Cap. 32) or (iii) a recognized professional of an organization that has been awarded a contract to provide specific services in insolvency

cases for the ORO . For the purposes of this clause, “**specific services**” means the completion of preliminary examinations of bankrupts in bankruptcy cases. The BU Account user can prepare documents for the submission to the ORO through the ESS via the PA Account under which the BU Account is created.

12. The ORO allows, as a default, a maximum of twenty BU Accounts per each organization. If an organization requires to create more BU Accounts due to operational needs, ORO’s approval for additional BU Accounts with justifications should be sought by PA Account users.

### **User Account Management in the PIP Portal of the ESS**

13. In general, the user account management in the PIP Portal of the ESS covers the following three main areas:

- (A) Administration of the PA Account;
- (B) Administration of the SA Account(s);
- (C) Administration of the BU Account(s) by the PA Account user or the SA Account user; and
- (D) Self-administration of the relevant account.

14. Details of each area are set out in the following:

(A) **Administration of the PA Account**

- (a) The PA Account user may reset the password of the account by following the “forget password” procedure. The PA Account user may request a password reset from the ORO in case the user is unable to receive the password reset request via the registered email or has encountered other difficulties;
- (b) The PA Account will be locked by the system if it is inactive for more than 180 calendar days. The PA Account user can regain access to the account by using the “forgot password/account reactivation” function and follow relevant steps to set up a new password; and
- (c) The PA Account user should notify the ORO within ten working days if the PA Account user (i) is no longer holding any offices as set out in

paragraph 12 of the Guidelines for User Registration of Electronic Submission System; (ii) is no longer affiliated with the organization; (iii) is not willing to remain registered as the PA Account user; (iv) wishes to terminate the PA Account; or (v) is resigning from the organization for whatever reasons. If a PA Account is terminated, all access to the SA Account(s) or the BU Account(s) created under the PA Account will be suspended immediately.

**(B) Administration of the SA Account by the PA Account User**

- (a) The PA Account user can view and update the personal details of the SA Account user created under the PA Account;
- (b) The PA Account user can reset the password of a SA Account created under the PA Account;
- (c) The PA Account user can suspend and reactivate a SA Account created under the PA Account;
- (d) The SA Account will be automatically suspended if it is inactive for more than 180 calendar days. Reactivation of the suspended SA Account can only be made by the PA Account user; and
- (e) Only the PA Account user may request a change of the maximum number of the SA Accounts for the organization from the ORO with justifications. Such request shall be sent to the ESS Administrator via the designated email (Email Address: [ess-helpdesk@oro.gov.hk](mailto:ess-helpdesk@oro.gov.hk)).

**(C) Administration of the BU Account by the PA Account User and the SA Account User**

- (a) The PA Account user and SA Account user(s) can view and update the personal details of the BU Account(s) created under the PA Account;
- (b) The PA Account user and SA Account user(s) can reset the password of the BU Account(s) created under the PA Account if necessary;
- (c) The PA Account user and SA Account user(s) can suspend and/or

reactivate the BU Account(s) created under the BA Account;

- (d) The BU Account will be automatically suspended if it is inactive for more than 180 calendar days. Reactivation of the suspended the BU Account can only be made by the PA Account user; and
- (e) Only the PA Account user may request a change of the maximum number of BU Accounts for the organization from the ORO with justifications. Such request shall be sent to the ESS Administrator via the designated email (Email Address: [ess-helpdesk@oro.gov.hk](mailto:ess-helpdesk@oro.gov.hk)).

**(D) Self-administration of Accounts**

- 15. All account users in the PIP Portal of the ESS can change their own passwords in accordance with the prescribed password policy set out in “Forgot password” function of the ESS.