

Guidelines for User Registration of Creditor Portal of Electronic Submission System

Interpretation

These Guidelines (including any annexes attached) shall be read together with the Terms and Conditions for Use of Electronic Submission System of Official Receiver's Office via Creditor Portal ("**Terms and Conditions**"). The definitions used in the Terms and Conditions shall be adopted here.

Section I: Introduction and overview

1. Any organization eligible to register a user organization account (as referred in paragraph 4 of these Guidelines) with the ESS under Section V below may lodge an application for registration with the ORO. Only a Registered Organization can send information or documents to the OR via the Creditor Portal of the ESS.
2. The following registration guidelines can be downloaded from the ORO's website (https://www.oro.gov.hk/pdf/eng/electronic_submission_system/creditor/guidelines.pdf). The arrangements and procedures outlined below as may from time to time be updated, modified and amended without prior notice are applicable to the Users accessing the Creditor Portal of the ESS through the Creditor Portal (<https://ess-creditor.oro.gov.hk>).
3. No fee is required for registration under the Creditor Portal of the ESS.

Section II: Accounts Types

4. The registration is on an organizational basis only. A Registered Organization can register two categories of ESS accounts under its organization account in the Creditor Portal of the ESS, namely: -
 - (a) Preparer Account(s) operated by Preparer Account User(s); and
 - (b) Checker Account(s) operated by Checker Account User(s).
5. Registration of a Preparer Account or a Checker Account is on an individual basis. Preparer Account and Checker Account can only be registered under a Registered

Organization in accordance with paragraph 6 below.

6. Upon satisfying the relevant application requirements stipulated in the Guidelines, the ORO will first create a Preparer Account or a Checker Account with an administrator role (“**the Administrator**”) for the Registered Organization. The Administrator(s) is/are allowed to create other Preparer Accounts or Checker Accounts under a Registered Organization, and assign an administrator role to any Prepare Account or Checker Account under a Registered Organization. All Users will be provided with a unique login name and an account activation link. All Users are required to create their own login passwords during their first login to the ESS.

Section III: Responsibilities of Users of the ESS

7. All Users must comply with the Terms and Conditions issued by the ORO in relation to the ESS. The Terms and Conditions can be downloaded from the ORO’s website (https://www.oro.gov.hk/pdf/eng/electronic_submission_system/creditor/terms.pdf).
8. All Users should adopt suitable security measures to protect their login names and passwords and avoid disclosing such information/sharing the accounts to/with any other persons. Any activity (including all communications) and/or transaction conducted via a Preparer Account or a Checker Account with the ESS shall be deemed to have been conducted by the relevant User and authorized by the Registered Organization.
9. All Users will receive system notifications from the ORO from time to time under the Notification Box of the ESS. These system notifications are functional notifications requiring action on the part of the Users, e.g. alerting the Users about the receipt of an enquiry letter from ORO. If system notifications remain unread for a week, an email notification will be sent to the User’s registered email address once a week to notify the User of the unread notifications in the ESS. All Users should log in the ESS to check the Notification Box and read the notifications for information and necessary actions regularly. Any notification sent to the ESS Notification Box will be deemed to be read by the relevant User after he or she has logged into the ESS.

Section IV: Services available in the Creditor Portal of the ESS

10. The primary services available in the Creditor Portal of the ESS include the following:
 - (a) compiling and submitting proof of debt and communicating with the ORO regarding matters in relation thereto;
 - (b) communicating with the ORO regarding matters on dividend distribution; and
 - (c) communicating with the ORO regarding matters on application for release by OR.
11. Any information or documents sent to the ORO through the Creditor Portal of the ESS must be via a Checker Account, except in the following cases:
 - (a) a reply to the ORO regarding enquiries about the proof of debt filed during the adjudication process can also be submitted via any of the Preparer Account(s) under the Registered Organization;
 - (b) the updating of the profile of the Registered Organization must be made via an Administrator.

Section V: Eligibility for registering an Organization Account

12. Organizations intending to lodge a proof of debt with OR to establish their claim against the estate of a bankrupt or a company in compulsory liquidation are eligible to register under the ESS.

Section VI: Application Procedures

13. An eligible applicant is required to complete the specified application form (as set out in **Annex A**) for registering a Preparer Account or Checker account with administrator role under the organization on the ESS. The completed application form signed by the authorized signatory of the applicant and affixed with official stamp (if any) of the applicant, should be submitted to the ORO through the following means:
 - (a) by email (Email address: oroadmin@oro.gov.hk); or
 - (b) by post [Address: 10/F, High Block, Queensway Government Offices, 66 Queensway, Hong Kong].

14. The ORO will require at least five working days to process the application after the receipt of a completed and signed application form with the organization's stamp duly affixed. An applicant who provides inadequate information or incomplete supporting documents may be requested to provide additional information or documents within a time specified by the ORO. The ORO may reject the application if the applicant fails to respond to the request to provide additional information or documents within the specified time.
15. If the application is approved by the ORO, the ORO will create the first Preparer Account or first Checker account with an administrator role ("**the First Administrator**") under the applicant and the First Administrator will be notified of the approval of the application by an email containing an assigned login name and an account activation link. The First Administrator is required to complete the account activation process by setting a login password during his or her first login to the ESS.
16. If no response is received from the ORO within seven (7) working days from the submission date of the application form, enquiries should be made with the ORO at 2867 2448 or by email to oroadmin@oro.gov.hk.
17. The First Administrator may subsequently create Preparer Account(s) and Checker Account(s) with or without administrator role under the Registered Organization. The Preparer Account User or Checker Account User will receive an email notification with a login name and an activation link after the First Administrator creates the relevant account. The Preparer Account User or Checker Account User is required to complete the account activation process by setting the login password during his or her first login to the ESS.
18. The ORO reserves all rights to approve or reject any registration application at its sole discretion without providing any reason.