



## Update - 17th July 2020: A return to the new normality on the 1st August 2020

On the 16<sup>th</sup> March of this year, following public health and government advice, CHG adopted precautionary measures to avoid the spread of COVID-19. CHG ensured continued accessibility to its service by allowing documents to be delivered by email for the duration of the initial lockdown and the ensuing unlocking period. CHG have also remained open to the public throughout this time to allow our users to drop-off and collect documents.

We also agreed with Her Majesty's Government of Gibraltar to grant a 90-day extension for returns and documents that were due to be filed in the quarter from 1<sup>st</sup> April to 30<sup>th</sup> June 2020. We are proud to have been able to continue working to serve all our users and to facilitate the filing of documents during this difficult period whilst protecting both our staff and clients. The measures adopted have also enabled local businesses to continue their activity whilst avoiding the payment of penalties that would have otherwise been due under normal circumstances.

Gibraltar has been successful in suppressing the spread of the virus and looks to be on track to reaching "Rock Unlocked", the final phase of the unlocking process and the return to the new normality, on the 1<sup>st</sup> August 2020. CHG is also looking to return to its normal functioning within the constraints of what the new normality entails. As mentioned above, we have followed public health and government advice throughout, ensuring the necessary safeguards have been in place to protect us all from COVID-19, and will continue to do so as we move forward.

The email system for filing documents was introduced as a temporary measure. As from the 1<sup>st</sup> August 2020 we propose to make some changes to the way documents can be filed by email. The filing of documents by email will be reserved for documents that are urgently required, such as;

1. Profiles and Certificates of Good Standing;
2. Urgent applications for registration;
3. Urgent changes of name; and
4. Any other documents that a client may need processed urgently.

Certificates which have been requested by email will be emailed by return the same day or the following day. The original signed certificate will be released by CHG on receipt of the hardcopy documents.

This service should only to be used for urgent matters. It will be noted that an urgency fee of £5 will apply in all instances in which a client makes use of the urgent email filing facility to submit any document other than those for which an urgent filing fee already exists.

We take this opportunity to remind our clients of our existing e-Registry facilities for online submission of company documents. This should not be confused with sending documents by email. Further information on our e-filing and other online services may be found in the e-Registry section of our website.