



# GUIDANCE NOTE 35

## e-Monitoring

### What is the e-Monitoring Service?

The e-Monitoring Service (hereinafter referred to as "the Service") is a system of notification via automated email that is available to all holders of a web account with Companies House Gibraltar with a current web subscription. The Service sends an automated email notification to its users, in relation to any company or companies that they have chosen to monitor, in each of the following circumstances:

- 30 days prior to the filing deadline of the annual return of a monitored company;
- 30 days prior to the due date for filing the annual accounts of a monitored company;
- When any document is filed for a monitored company; and
- When the status of a monitored company changes (e.g. strike-off or liquidation proceedings commenced, struck off, liquidated, ceased, etc.).

### Who can access the Service?

Any user of Companies House Gibraltar's e-Registry with a current web subscription or subscriber to the e-Filing service can access the Service.

### Is there a fee for using the Service?

With your web subscription you may monitor up to 5 companies free of charge. Should you choose to monitor more than 5 companies concurrently, you will be charged the applicable fees as explained below.

For any company selected for monitoring via the e-Registry section, you will be charged £10 per year, provided that you are already monitoring 5 or more companies.

Additionally, if you are subscribed to our e-Filing service, you may monitor any of the companies in which you are registered as an active director or secretary by selecting any of these companies via the e-Filing section. Companies selected for monitoring via this section will carry a fee of only £1 per company per year, provided that you are already monitoring 5 or more companies.

## How long does the Service run for?

The Service will expire at the end of the current financial year (i.e. on the 31st day of March each year) irrespective of the date on which you have chosen to monitor any particular company. The Service will auto-renew on the 1st day of April each year based on the companies selected for e-Monitoring as at the renewal date

## How can I choose to monitor a company?

Any e-Registry user or subscriber to the e-Filing service with a current web subscription can choose to monitor any company or companies.

As an e-Registry user with a current web subscription you may make your selection in the following way:

- Log into the e-Registry;
- Search for the company you wish to monitor using the name search facility;
- From the results returned by your search click on the record of the company you wish to monitor. This will open the selected company record;
- Click on "Monitor";
- The chosen company will then be added to the list of monitored companies in your e-Monitoring section.

Additionally, if you are an e-Filing service subscriber, you may choose any of the companies in which you are registered as an active director or secretary by selecting any of these companies via the e-Filing section. To make your selection follow these steps:

- Log into the e-Registry;
- Log into the e-Filing section;
- Choose which companies to monitor by selecting them using the monitor checkboxes. Alternatively, you may choose to monitor all the companies by clicking on "Monitor all";
- Once you have made your selection, click "Confirm";
- The chosen company or companies will then be added to the list of monitored companies in your e-Monitoring section.

**Important note to subscribers to the e-Filing service:** Should you wish to monitor any company or companies in which you are registered as an active director or secretary, please make your choice to monitor via the e-Filing section. In this way you will only be charged £1 per company monitored rather than the £10 fee payable for companies selected via the e-Registry section. You will also have the added benefit of being able to bulk select from the list of companies in which you are registered as an active director or secretary.

## What is the e-Monitoring Section?

In this section you may view the list of all the companies currently selected for e-Monitoring as well as any fees due to be paid from your web account on the next billing and next renewal dates.

In this section you may also choose to cease to monitor any of the companies currently selected for monitoring. Please be aware that you will no longer benefit from the Service in relation to any companies that you choose to cease to monitor once you confirm your choice. The fee to be charged will also be updated based on your new selection.

Finally, in this section you can modify the email address to which the monitoring emails are sent.

## Guidance only

This Circular is intended for general guidance only. Companies House Gibraltar does not assume legal responsibility for the accuracy of any particular statement. In the case of a specific problem we recommend that you seek professional advice

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