



COMPANIES HOUSE | PRESS RELEASE

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COVID-19 – We encourage our users to work remotely

Following the lock down announced by HM Government of Gibraltar, which took effect at zero hours this Tuesday, many of our clients will now be working remotely. We at Companies House Gibraltar aim to stay open for business throughout this difficult period, providing an essential service that is required by the business community and especially the financial services industry. We are making it possible for our clients to work remotely and are pleased to report that good use is being made of the available means for doing this. During this period, the e-Registry service or our new email filing service should be used to the fullest extent possible. We urge those who are not already using these services to avail themselves of these options and, in accordance with the advice of HM Government of Gibraltar, to please try to work from home if they can.

For information on our e-Registry and all online services offered by Companies House Gibraltar, please visit: <https://www.companieshouse.gi/login.html>.

We remind our users that documents filed by email must be sent to filings@companieshouse.gi and must adhere to the specifications set out in the technical note: <https://www.companieshouse.gi/email-filing-technical-notes.html>. For further details on this service, please refer to our press release: <https://www.companieshouse.gi/publications/NEWS070.pdf>.

To further encourage the uptake of email filing, the usual administrative fee for refunds will be waived for any emailed document that is found to be defective. To avoid abuse, however, we will only apply this exemption once per submission, such that a second defective filing in respect of a particular change or annual filing will incur the usual administrative fee, if a refund is required. Requests for refunds, for email filings only, are to be emailed to nadine@companieshouse.gi together with a copy of the receipt. Refunds will be processed at the end of this period, once normality is resumed.

As an additional measure, and following requests from our clients, we will also now email new certificates that are issued during the current crisis to any client who requires this. Anyone wishing to receive their certificate by email should contact us to arrange this. Hard copy certificates will still be available for collection and we will keep these at our offices until work returns to normal.

As a result of the steps taken by local banks to protect their clients, the normal process for banking payments made to us by cheque has become more difficult and may soon cease to be an option. We therefore ask our users to avoid paying us by cheque during this period, when possible. In addition, this method of payment will now incur an additional GBP2 fee. Our preferred methods of payment are, in order of preference, by account debit (for Registry account holders only), bank transfer, or credit/debit card. The latter must be accompanied by our Credit/Debit Card Payment Form, which is available online on the following link: <https://www.companieshouse.gi/publications/paymentform.pdf>

We urge all our clients to visit our website www.companieshouse.gi for updates relating to our services. Users who have visited our website previously will need to refresh their browser in order to ensure they are accessing the latest available information. We also advise all users to follow us on Facebook and Twitter for regular updates. Please follow official advice.