FAQs

Transitional Arrangement for Downloading Results of online "Application for Business or Branch Registration"

To facilitate the roll-out of the new tax portals, all eTAX services have been suspended from 9:00 p.m. on 17 July 2025 and will tentatively be resumed on 21 July 2025.

Q1: If I submit a branch registration application for my sole proprietorship through eTAX on 15 July 2025, but fail to download the result before the suspension of eTAX services on 17 July 2025, what can I do?

A1: Upon the launch of the new tax portals, existing eTAX Account holders can log into their Individual Tax Portal (ITP) Account in the same manner as before to view and download the result (valid Branch Registration Certificate and / or reply letter). Those who do not have an eTAX Account may register an account under ITP. After registration, the result can be viewed and downloaded anytime through logging into the ITP Account within 2 months from the date of issue of the notification email.

Besides, you may request the Business Registration Office (by fax or by email) [Note 1] to send the result to you by post and provide the relevant Transaction Reference No. and name of branch business. Upon receipt of your request, the Business Registration Office will send the result to your branch address by post within 7 working days.

[Note 1] Fax no.: 2824 1482, Email address: taxbro@ird.gov.hk

Q2: When and how can I get the application result if I make the business registration application for my sole proprietorship or partnership through eTAX on 16 July 2025 or 17 July 2025?

A2: For applications submitted through eTAX on 16 and 17 July 2025, the results (valid Business Registration Certificates and / or reply letters) will be available for viewing and downloading on 22 July 2025, the earliest. Besides, the Business Registration Office will send the results to the business addresses concerned by post at the same time.

When the result of your application is available, a notification email will be sent to the email address provided by you. After receiving the notification email, you have to log into your eTAX Account (including Individual Tax Portal (ITP) Account), access the function "View and Download Result of Application" under the service "Application of Business and Branch Registration" and input the Transaction Reference Number to view and download the result.

Upon the launch of the new tax portals, existing eTAX Account holders can log into the ITP in the same manner as before to view and download the result.   Those who do not have an eTAX Account may register an account under ITP.   After registration, the result can be viewed and downloaded anytime through logging into the ITP Account within 2 months from the date of issue of the notification email.

Q3: When and how can I get the result if I submit a branch registration application for my company through eTAX on 16 July 2025 or 17 July 2025?

A3: For applications submitted through eTAX on 16 and 17 July 2025, the results (valid Branch Registration Certificates and / or reply letters) will be issued on 22 July 2025, the earliest.   Besides, the Business Registration Office will send the results to the branch addresses concerned by post at the same time.

When the result is available, a notification email will be sent to the email address provided by you.   After receiving the notification email, you have to log into your Business Tax Portal (BTP) User Account [Note 2], access the function "View and Download Result of Application" under the service "Application of Business and Branch Registration", input the Transaction Reference Number to view and download the result.

For more information, please visit "Business Tax Portal (BTP)" in IRD's website.

[Note 2] You must be the BTP Administrator or BTP Authorized User appointed to handle the Business Registration Matters of your company.

Q4: **If I submit a business or branch registration application through eTAX on 16 July 2025 or 17 July 2025, but I cannot download the application result because I do not have any eTAX Account, does the Business Registration Office have other arrangement?**

A4: For applications submitted through eTAX on 16 and 17 July 2025, the Business Registration Office will also send the results (valid Business or Branch Registration Certificates and / or reply letters) to the address of the businesses or branches by post at the same time.

Q5: **After the launch of Business Tax Portal (BTP), can I continue to use the recognized organizational digital certificate of my company for authentication and download the result?**

A5: No.　After the launch of BTP, you have to log into your BTP User Account [Note 2], access the function "View and Download Result of Application" under the service "Application of Business and Branch Registration" to view and download the result.

For more information, please visit "Business Tax Portal (BTP)" in IRD's website.