



COMPANIES HOUSE | PRESS RELEASE

4th January 2021

COVID-19 – New Lockdown Measures.

Following the legal lockdown imposed by Her Majesty's Government of Gibraltar to curb the exponential growth of COVID-19 infections locally over the past weeks, Companies House Gibraltar ("CHG") will once again be adopting measures to ensure the public can continue to access its services whilst also protecting its staff and users.

CHG will therefore put in place and operate a drop-off and collection counter between our usual public hours (10:00hrs to 15:00hrs, Monday to Friday), which will work in a similar way to that in which it did during last year's Spring lockdown. Users who have prepared and printed documents ready for submission should file these by dropping them off at this counter together with a completed [payment by Credit/Debit form](#), or with an [account debit authorisation form](#) for those users who have an account with us.

We remind our clients that they are not to attend our offices for general enquiries during this period. Please consult the information available on our website - www.companieshouse.gi. If your particular query is not covered by the available information, please email one of the following addresses, based on the nature of your particular enquiry:

Request for copies of documents – search@companieshouse.gi

Profiles – profile@companieshouse.gi

Processing of payments for filing, general cashier enquiries – cashier@companieshouse.gi

Certificates of Good Standings – goodstanding@companieshouse.gi

Business name registrations & company incorporations – reception@companieshouse.gi

e-Services – eregistry@companieshouse.gi

All other general enquiries – mail@companieshouse.gi

During COVID-19 measures there will be **2 ways to file documents electronically**:

1). E-filing – this is one of the services that forms part of CHG's normal offering and which enables subscribers to this service to file documents electronically via the Registry's online platform; and

2). Email filing – this is a separate facility that is only being made available as an interim measure to allow documents to be sent to a specific email address that has been set up for this sole purpose, so that documents can continue to be delivered for filing for the time being without having to attend the Registry's offices in person.

We encourage subscribers to our e-filing platform to make full use of the e-filing service during this lockdown period. An improvement to this platform is due to be rolled out later this month. This improvement will provide an alternative to the email filing service, which CHG is now again providing as an interim measure until the testing phase of the new service is satisfactorily completed.

Any document that is to be delivered for filing via the temporary email filing service must conform to the requirements described in our technical note on email filings: <https://www.companieshouse.gi/email-filing-technical-notes.html>. All such documents are to be emailed to filings@companieshouse.gi together with a

completed [payment by Credit/Debit form](#), or with an [account debit authorisation form](#) for those users who have an account with us.

The requirements set out in this technical note are mandatory when filing documents via email. If the a document received by email does not meet the above criteria, it will be rejected.

For further information on email filings, methods of payment, general guidance and information, and access to all our statutory forms, please visit our website – www.companieshouse.gi. For the latest information and updates follow us on Facebook and Twitter.

We thank you for your continued understanding and co-operation.