

# Company Searches & Ordering Documents

# How can I perform a company search & request documents?

To perform a company search and subsequently request documents you do not need to be logged in or registered to use our website, unless you wish to use your Registry account to pay for documents.

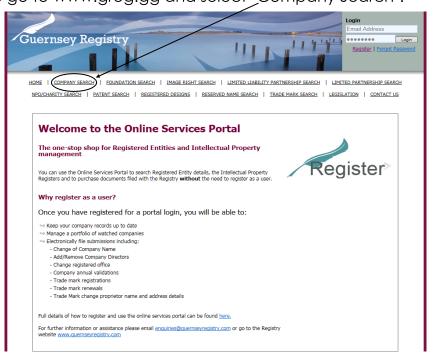
Anyone can do a company search and it is free, however you will need to pay for any copies of documents you order.

### Please note:

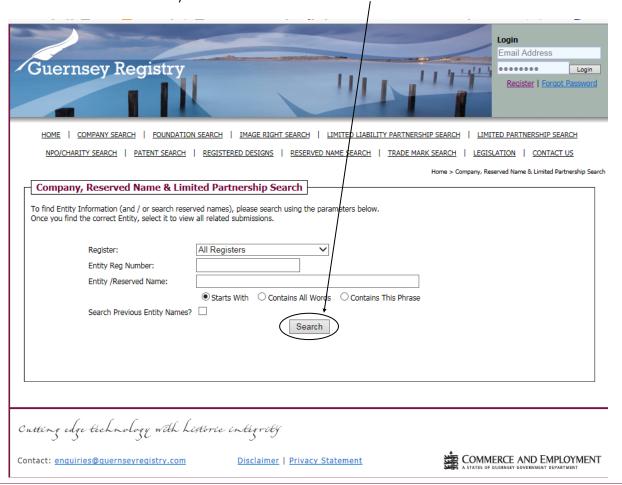
- The registry is unable to perform a company search on your behalf
- We do not hold financial/account information on companies
- We have no record of the company secretary
- We do not have a current record of the shareholder details. The last document to show shareholder information was the 2008 Annual Return.
- Requests can only be made for documents that contain information that the Companies (Guernsey) Law, 2008 states should be publically available.

# How can I access the online search?

You will need to go to www.greg.gg and select 'Company Search'.



The 'Company, Reserved Name & Limited Partnership Search' page will then show. Here you can search by company name or registration number. Once you have entered either the name or number you will need to hit the 'search' button.



### Please note:

- When doing a company search by company name if any punctuation, spelling or spacing that you enter is slightly different to that on the register then the search will not find the company, e.g. if you type "Ltd" at the end of the company name and it is registered with "Limited" in the name the system will not find it.
- It is best to search by key words that are in the company name.
- To widen the search results there are different options available such as "Starts With", "Contains All Words" & "Contains the Phrase".
- There is also the search previous entity names option, please note all these functions when searching.
- If you are searching a company that has initials in the name you need to try all different variations of the name e.g. if you are searching ABC Limited and no results are found you will need to try searching every option as the search is so sensitive:
  - **ABC**

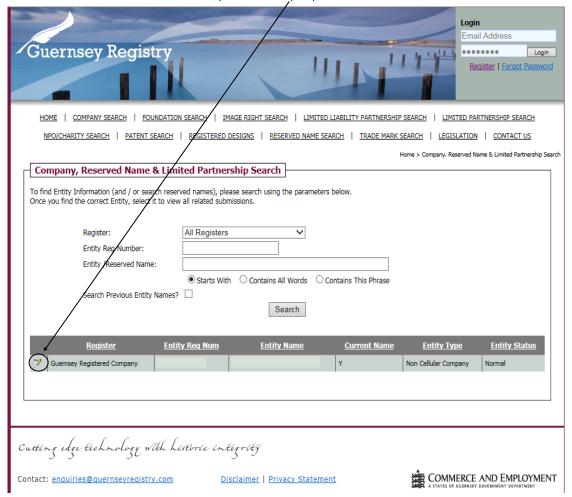
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When the system has found results, to view details on the company click on the icon on the left hand side that looks like a pen and paper.



Note: if there are no matches the system will show an error message: 'No results found for search parameters entered' under the search button.

Once you have clicked on the 'view details' button this will bring up the company details page which will show the following basic company details:

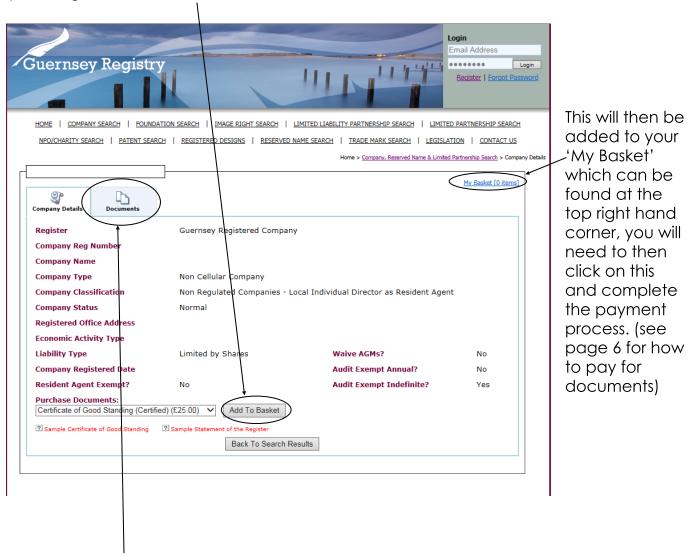
- Company name and number
- Company Type and Classification
- Company Status and effective date
- Company registered office
- Economic activity type and Liability type
- Company Registered date
- If the company is resident agent exempt
- If the company has filed a waiver AGM and either an annual or indefinite audit waiver

### How can Lorder documents?

Once you are on the company details page you will be able to order certified or electronic copies of certificates of good standing, certificate of incorporation and statements of the register from the drop down purchase documents menu.

If you would like to see a sample statement of the register or certificate of good standing you will need to click the relevant '?' button under the purchase documents menu.

Once you have chosen any of these documents you will need to add it to your basket by clicking the 'Add To Basket' button.

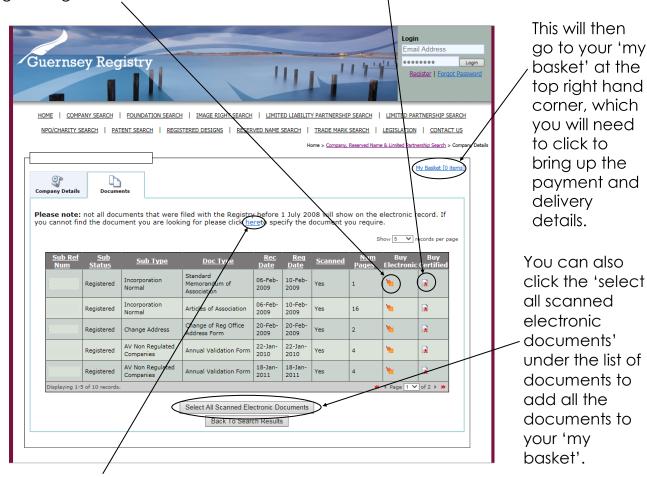


You can also order other documents filed on the company by clicking on the 'document' tab.

Note: Care should be taken when ordering the documents as Certified copies are more expensive than Electronic versions.

All enquiry orders should automatically be capped at £100.

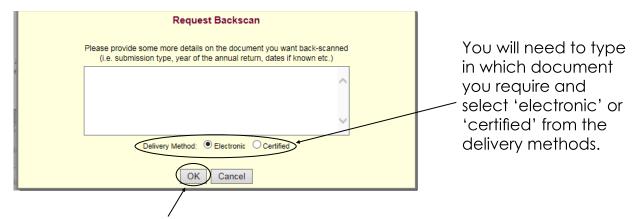
The documents tab will then show all of the documents available. You can then choose the document you require by clicking either the paper icon, for a certified document, or the lightening arrow icon, for electronic documents.



Please note: if the company was incorporated before 2008 all of the documents filed before 2008 will be in a paper file which may not yet be scanned onto our system.

ALL documents that have been filed since 1 July 2008 are available on-line.

If you can not see the document you require you will need to click the 'here' above the list of documents. A box will then appear as below:

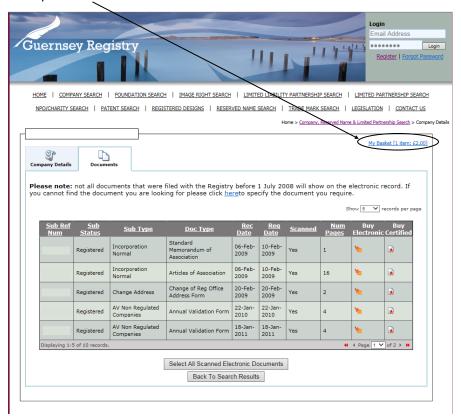


You can then click the 'OK' button and the request will be added to your 'my basket'.

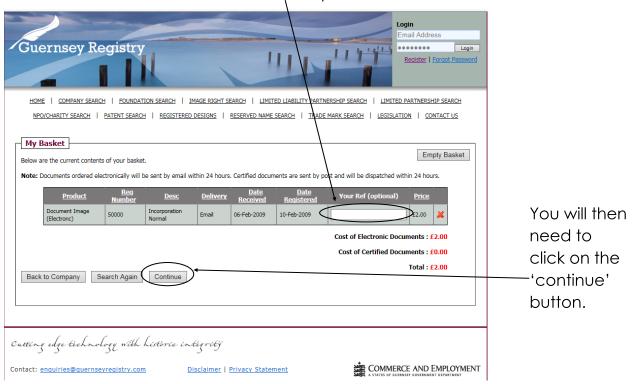
**Please note:** if you require the memorandum and articles these are classed as 2 separate documents and so you will need to submit 2 separate back scan requests.

# How do I pay for the documents?

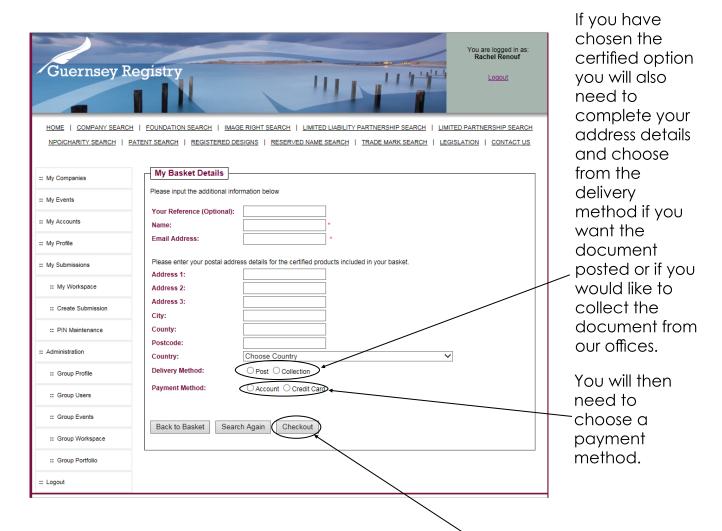
Once you have chosen the document you have selected the document you will need to click on your 'my basket'.



This will then show a summary of the documents you have ordered which you can check to ensure the correct documents are listed and the delivery method is correct. There is also an optional reference box, which if you are paying with your registry account, will show next to the item on the monthly statement.



The 'my basket details' page will then appear where you can again enter an optional reference, which will show on your receipt. You will also need to enter your name and email address in the boxes provided.



If you select credit card you will then need to click on the 'checkout' button and then the system will bring up a card details page which you will need to complete. Once the card details have been entered the system may direct you to a secure page which is controlled by your bank.

Once this is completed you will then be given an enquiry reference number and an email confirmation will be sent on to you. As well as an this confirmation, you will also receive a confirmation email from Capita, this is the credit/debit card system used by the States of Guernsey.

If you have selected account it will ask you to select an account from a drop down list and then click 'ok', this will show your account details underneath. You will need to click the checkout and then you will be given an enquiry reference and a receipt will be emailed on to you.

## What happens next?

If you have ordered the documents electronic:

- If the document is already scanned it will be emailed straight back to you.
- If it is not scanned then we aim to process the order within 24 hours. However if the company is dissolved we may need to collect the file from our archives, in this case you will need to allow more time.

**Please note:** all certificates of incorporation need to be manually emailed out by us, we aim to process these within 24 hours.

If you have ordered the documents certified:

- We also aim to process these within 24 Hours.
- If you have requested that they are posted to you they will be sent to the address you provided when the request was made.
- If you have requested to collect the documents when they are ready to be collected we will email you to confirm.

# Other things to consider:

## Company documents:

- The system allows copies of forms to be requested however please note that ONLY annual validation forms can be certified. All other copies of forms will be sent electronically.
- Resolution forms can be requested but these contain NO details of the resolution that has been passed. If you require details you should request a copy of the resolution attachment.
- Copies of Incorporation forms CANNOT be requested.
- If the documents required are for a company that is no longer 'live' on the register the file will have to be requested from archives and may take up to a week to process.
- The Registry will aim to process requests for copies of documents within 24 hours, however, older files may take longer to process due to the number of documents in the file.
- In addition, during January of each year whilst all companies are making annual validation submissions it may not be possible to process requests as quickly as usual.

# **Limited Partnership documents:**

- There is no provision under the current law for the Registry to provide copies of Limited Partnership documents.
- If you need to see documents that are filed then searches can be carried out at the Registry offices.
- Certificates of good standing can be requested for Limited Partnerships but requests have to be emailed to enquiries@guernseyregistry.com stating whether a certified or electronic copy is required.

### Please note:

If you have any problems accessing information or require any further information regarding obtaining copies of documents please email: <a href="mailto:enquiries@quernseyregistry.com">enquiries@quernseyregistry.com</a> or telephone +44 1481 743800.



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