

# Registrar of Companies & Business Names

Frequently Asked Questions (FAQs) for the ROCBN System



## Table of Contents

<b>Your Account</b> .....	4
1. Do you need to be a registered user?.....	4
2. How do you register for the first time? .....	4
3. What should you do if you have forgotten your username?.....	4
4. What should you do if you have forgotten your password? .....	4
5. What if I do not have an email address? .....	4
<b>Reserving a Company Name</b> .....	5
1. How to reserve a company name? .....	5
2. How to search the companies register? .....	5
3. What information will I be able to view?.....	5
4. What does company status mean?.....	5
5. Are there any name restrictions? .....	6
6. How do I apply for a name? .....	6
7. How do we process your application? .....	6
8. What happens next?.....	6
9. Can I extend my reserved name? .....	6
<b>Starting a Company</b> .....	7
1. How do I start a company? .....	7
2. What is the fee for Company Incorporation? .....	7
3. Can a Corporate Agent/Secretariat incorporate a company on behalf of a Director?.....	7
4. How do I get my certificate of incorporation?.....	7
5. What does it mean when I receive an email to revise my application? .....	8
6. What is a company extract?.....	8
7. How can I verify a documents? .....	8
<b>Updating Company Details</b> .....	9
1. How do I change my Company Name? .....	9
2. How do I update other Company details? .....	9
3. Is there a fee for updating Company details?.....	9
4. How do I register a charge under my company? .....	9
5. How much is the fee for registering a charge? .....	9



6. Will I be able to deregister a charge? .....	9
<b>Reserving a Business Name</b> .....	10
1. How to reserve a Business Name?.....	10
2. How to search the Business Names register?.....	10
3. What information will I be able to view?.....	10
4. Are there any name restrictions? .....	11
5. How do I apply for a name?.....	11
6. How do we process your application? .....	11
7. What happens next?.....	11
8. Can I extend my reserved name? .....	11
<b>Registering a Business Name</b> .....	12
1. How do I register a Business Name?.....	12
2. How do I get my Certificate of Registration?.....	12
<b>Renewing a Business Name</b> .....	12
1. What is Business Name renewal? .....	12
2. Why do we need to renew our Business Name?.....	12
3. Who has to renew their business?.....	12
4. Can existing businesses (registered in the old system) register or renew their business in the ROCBN system?.....	12
<b>Updating Business Name Details</b> .....	13
1. How do I update my Business Details? .....	13
2. Is there a fee for updating Business Name details?.....	13
<b>Company Authority</b> .....	14
1. Who can have Company Authority? .....	14
3. How do you get Company Authority?.....	14
4. As a Corporate Secretariat, how do I provide Company Authority to a Director? .....	14
5. How do you revoke Company Authority?.....	14
<b>Annual Returns</b> .....	15
1. When should I file my Annual Return? .....	15
2. What happens if the Annual Return is not filed?.....	15
3. Can I file my Annual Returns online? .....	15



**Payments** ..... 16

- 1. What payments options are available? ..... 16
- 2. How will I know that my payment has gone through successful?..... 16
- 3. What if I cannot make payment immediately? ..... 16
- 4. What if I want to make payment by cash or cheque? ..... 16

**Requesting Information** ..... 17

- 1. How can I view information on another Company or Business Name? ..... 17



## Your Account

### 1. Do you need to be a registered user?

Yes, you need to be a registered user to access most the online services on this website.

### 2. How do you register for the first time?

- 1) Go to <http://www.roc.gov.bn>
- 2) Click on **Create My Account**.
- 3) Enter your username and password. Note: Your password must be at least eight characters long and contain at least one capital letter (A-Z), one lower case letter (a-z) and one number (0-9).
- 4) A Security question and answer is optional for added account security.
- 5) Enter your name and select a title.
- 6) Enter your email address. Note: A valid email address must be entered. This is because the system will send email confirmations for all applications and payments made.

### 3. What should you do if you have forgotten your username?

If you have forgotten your username you will need to call us at +673-2380505

### 4. What should you do if you have forgotten your password?

If you've forgotten your password:

- 1) Click on the **Log on** link (You'll find it at the top of this website).
- 2) Click on the **Forgot your password?** link.
- 3) Enter your username and email address. Please ensure you use the same email address the you used to register with.
- 4) An Activation Code page will be shown
- 5) An email will be sent to you with an activation code
- 6) Copy the activation code and enter it in the Activation Code field and submit.
- 7) You will then be required to set a new password. Click Apply.
- 8) You will be successfully logged into your account.

### 5. What if I do not have an email address?

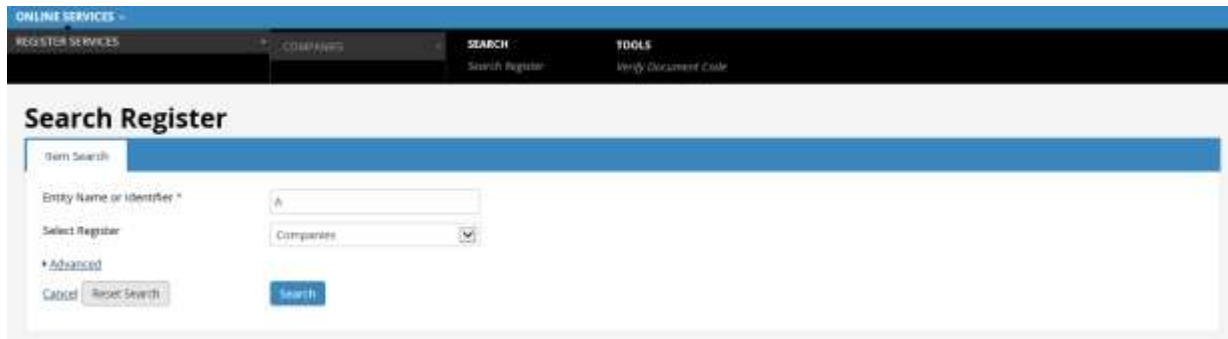
It is strongly advised to create an email address as all correspondences related to any application with the new system is sent via email. This includes Payment Receipts, Electronic Certificates of Incorporation; Business Extracts and so on.

## Reserving a Company Name

### 1. How to reserve a company name?

Before you can apply to reserve a company name, you need to conduct a free register search to ensure there are no other companies registered with an 'identical or almost identical' name.

### 2. How to search the companies register?



The screenshot shows the 'Search Register' interface. At the top, there is a navigation bar with 'ONLINE SERVICES', 'REGISTER SERVICES', 'COMPANIES', 'SEARCH', and 'TOOLS'. Below this, there are links for 'Search Register' and 'Verify Document Code'. The main heading is 'Search Register'. There is a 'Item Search' section with a search bar. Below the search bar, there is a field for 'Entity Name or Identifier \*' with a dropdown arrow, a 'Select Register' dropdown menu set to 'Companies', and a 'Search' button. There are also 'Cancel' and 'Reset Search' buttons.

- 1) Enter your search criteria into the 'Entity Name' field, for example ABC SDN BHD.
- 2) A list of possible matches will be displayed on the screen.
- 3) If there are no matches returned, this likely means that the name is available for you to reserve.

### 3. What information will I be able to view?

Preview basic details of each company (Name, company number, status, registered date and business sector)

### 4. What does company status mean?

The company status indicates whether a company is recorded as registered, struck off, or in liquidation.

## 5. Are there any name restrictions?

The name you choose should not be offensive or contain certain words that are restricted or protected. The words below are restricted within a Company Name:

Restricted Words
Brunei
Mosque
God
Royal
Pusat
Kg
di-raja/Diraja
Teramat mulia
National
Club
Society
Co-operative
Savings
Trust
Trustee

## 6. How do I apply for a name?

After checking that your company is available, proceed with completing the application to 'Reserve a Company Name'. Whether you are applying to incorporate a private, public or branch of a foreign company, the process is the same. It costs BND5.00 to reserve a name online.

## 7. How do we process your application?

We process company name applications received during normal business hours within 2 hours. You will receive an email confirming whether your application was approved.

## 8. What happens next?

You must use the name to incorporate a new company within 30 calendar days.

## 9. Can I extend my reserved name?

If you find you are unable to incorporate your reserved name, you can extend the name reservation for a further 60 calendar days for a fee of BND10.00.



## Starting a Company

### 1. How do I start a company?

- 1) Before incorporating a company, you must have reserved a company name. [Read more about reserving a company name.](#)
- 2) Choose the **Logon** option in the top right hand corner of the screen and log on using your credentials, i.e. username and password.
- 3) Once you have logged on you should see your dashboard. Under 'Do It Now', on the left hand side of the screen select one of the services below:
  - Incorporate a private company
  - Incorporate a public company
  - Register branch of a foreign company
- 4) The application will have 5 sections; General Details, Addresses, Directors, Share and shareholders. Complete all mandatory fields in each section.
- 5) Proceed to make payment.

### 2. What is the fee for Company Incorporation?

The fee for Incorporation of a Private or Public Company is BND300.00.

The fee for Registering a Branch of a Foreign Company is calculated based on a graduated scale and will be displayed in the fee payment page.

### 3. As an existing company, can I register for the new system?

The ROCBN system only caters to new companies, however this service for existing companies is currently being explored.

### 4. Can a Corporate Agent/Secretariat incorporate a company on behalf of a Director?

Yes, a Corporate Agent/Secretariat must first of all create an account with the system. Once logged on you may proceed with completing applications online on behalf of the Directors, etc. You will also be able to provide the Director with authority to view their own company details, please [read more on Company Authority.](#)

### 5. How do I get my certificate of incorporation?

Your Certificate of Incorporation will be emailed to you upon approval of your application.

Alternatively, you will be able to go to your dashboard and select the company from your 'My Items' list. In the view company screen, click on 'Request Certificate'. From here you will be print a copy of the certificate.





#### 6. What does it mean when I receive an email to revise my application?

Such an email typically indicates that ROCBN has found your application to be in lack of certain information. The email will state the reason why your application has been returned. Simply provide the required information/documents and re-submit the application. The application will then be sent back to ROCBN again for their review.

#### 7. What is a company extract?

A company extract is a summary of the registered details for a company at a given date and time, including:

- Company number and name
- Current status
- Company address and,
- Director and shareholding details

#### 8. How can I verify a document?

There are 2 ways to verify a document either by clicking on the hyperlink at the bottom of the Company Incorporation Certificate or by navigating to *Online Services > Companies > Tools > Verify Document Code*.

## Updating Company Details

### 1. How do I change my Company Name?

- 1) Log on to your account
- 2) In you Dashboard under 'Do it Now', select Reserve a Company Name
- 3) In the Reserve a Company Name page, select 'Change Name'. Submit the application and make payment.
- 4) Once the new reserved name has been approved, select the Company from your 'My Items' list which you intend change name for.
- 5) In the View Company page, click on the 'Change Company Name for Local Company' button on the right hand side (of the General Details page).
- 6) Complete the application, submit and make payment.
- 7) Once approved, you will find that the former Company Name has been replaced with the new Company Name under your 'My Items'.

### 2. How do I update other Company details?

Log on to your account. In your Dashboard under 'My Items' select your company. Once in the View Company page you will be able to update details under each section.

### 3. Is there a fee for updating Company details?

Yes, for each change in company details, there will be a fee. Below is a summary of fees:

Change of Company Name (local/foreign)	BND 85.00
Change of Business Sector	BND120.00
Update Director Details	BND 30.00
Update Address Details	BND 10.00
Update Memorandum and Articles of Association	BND120.00
Increase Share Capital	BND100.00
Allotment of Shares	BND 10.00
Transfer of Shares	BND 30.00

### 4. How do I register a charge under my company?

Log on to your account. In your Dashboard under 'My Items' select your company. Once in the View Company page, go to the 'Company Charges' tab and proceed with completing the application.

### 5. How much is the fee for registering a charge?

The fee to register a company charge is BND75.00.

### 6. Will I be able to deregister a charge?

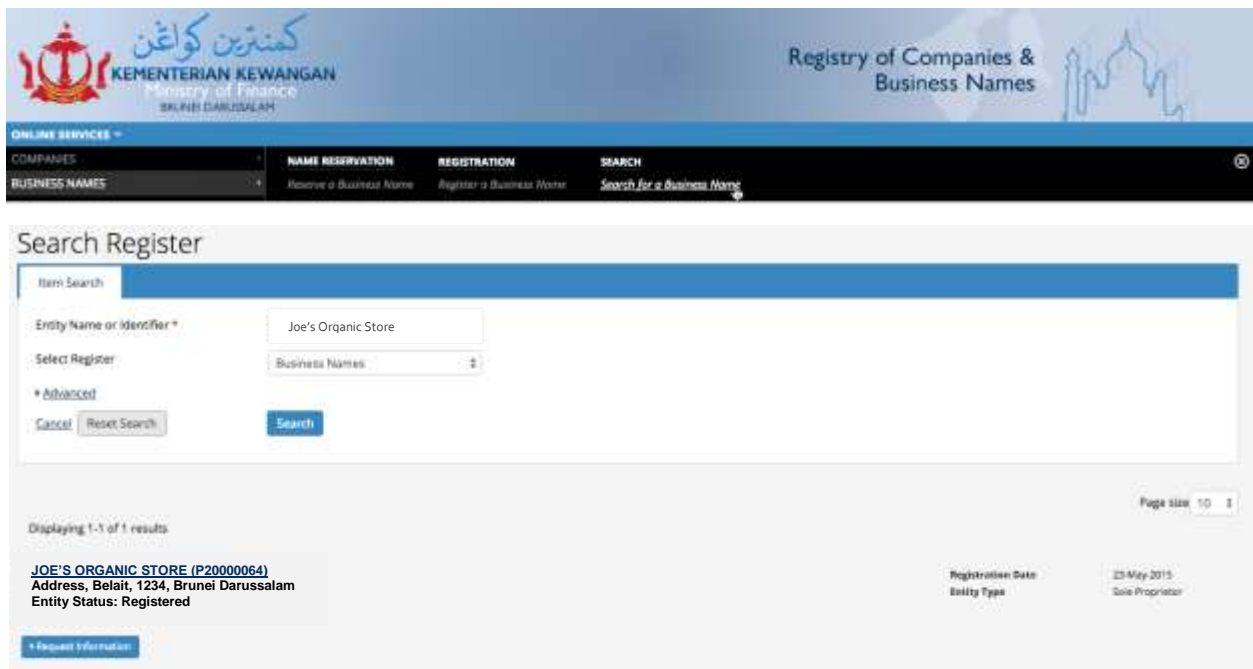
Yes, if there is an existing company charge registered in the system, you will be able to deregister in the future.

## Reserving a Business Name

### 1. How to reserve a Business Name?

Before you can apply to reserve a business name, you need to conduct a free register search to ensure there are no other business names registered with an 'identical or almost identical' name.

### 2. How to search the Business Names register?



The screenshot shows the 'Search Register' interface. The search criteria entered are 'Joe's Organic Store' in the 'Entity Name or Identifier' field, and 'Business Names' is selected in the 'Select Register' dropdown. The search results display one entry: 'JOE'S ORGANIC STORE (P20000064)' located at 'Address, Belait, 1234, Brunei Darussalam' with an 'Entity Status: Registered'. The registration date is listed as '23 May 2015' and the entity type is 'Sole Proprietor'. A 'Request Information' button is located below the search results.

- 1) Enter your search criteria into the 'Entity Name' field.
- 2) A list of possible matches will be displayed on the screen.
- 3) If there are no matches returned, this likely means that the name is available for you to reserve.

### 3. What information will I be able to view?

Preview basic details of the Business Name such as the Registration Number, Registered Address and Registration Date.

#### 4. Are there any name restrictions?

The name you choose should not be offensive or contain certain words that are restricted or protected. The words below are restricted within a Business Name:

Restricted Words
Brunei
Mosque
God
Royal
Pusat
Kg
di-raja/Diraja
Teramat mulia
National
Club
Society
Co-operative
Savings
Trust
Trustee

#### 5. How do I apply for a name?

After checking that your company is available, proceed with completing the application to 'Reserve a Business Name' for a fee of BND5.00.

#### 6. How do we process your application?

We process company name applications received during normal business hours within 2 hours. You will receive an email confirming whether your application is approved.

#### 7. What happens next?

You must use the name to register a Business Name within 30 calendar days.

#### 8. Can I extend my reserved name?

If you find you are unable to register your reserved name, you can extend the name reservation for a further 60 calendar days for a fee of BND10.00.



## Registering a Business Name

### 1. How do I register a Business Name?

- 1) Note that before registering a Business Name, you must have reserved a Business Name.
- 2) Choose the **Logon** option in the top right hand corner of the screen and log on using your credentials, i.e. username and password.
- 3) Once you have logged on you should see your dashboard. Under 'Do It Now', on the left hand side of the screen select 'Register a Business Name'

### 2. How do I get my Certificate of Registration?

Your Certificate of Registration will be emailed to you upon approval of your application. Alternatively, you will be able to go to your dashboard and select your Business Name from your 'My Items' list. In the view company screen, click on 'Request Certificate'. From here you will be print a copy of the Certificate of Registration.

## Renewing a Business Name

### 1. What is Business Name renewal?

Every three years each Business Name will be required to submit an application online to renew their business for a fee of BND30.00

### 2. Why do we need to renew our Business Name?

The purpose of the renewal is ensure that a Business Name is still in use and active.

### 3. Who has to renew their business?

All new businesses who have registered with the ROCBN system will be expected to renew their business by their third year.

### 4. Can existing businesses (registered in the old system) register or renew their business in the ROCBN system?

The ROCBN system only caters to new businesses, however this service for existing businesses is currently being explored.



## Updating Business Name Details

### 1. How do I update my Business Details?

- 1) Log on to your account
- 2) Under 'My Items' select your Business
- 3) Once in the View Business Name page, click on the 'Maintain Business Name' button and select 'Change Business Name Details.
- 4) You will then be able to update the Business Name's General Details, Addresses and Owners details

### 2. Is there a fee for updating Business Name details?

Yes, there is a fee of BND30.00 for all updates.

## Company Authority

### 1. Who can have Company Authority?

Company Authority will be granted to directors and also to certain authorised persons.

### 3. How do you get Company Authority?

The person who incorporates the company online will be automatically granted Company Authority. After incorporation there are three ways to confirm Company Authority.

### 4. As a Corporate Secretariat, how do I provide Company Authority to a Director?

- 1) Select the company from 'My Items'.
- 2) In the view company screen, select the 'Maintain Authority' button and click on 'Grant Authority'.
- 3) From here you will be able select the Director from the list provided and attach the Authorization letter.
- 4) The Director will receive an email containing an Authorization Code. The Director will then need to logon (or create an account if he/she has not already done so) and confirm the authority by entering the activation code.



 A screenshot of a web form titled 'Confirm Receipt of Authority'. The form has a blue header with 'ONLINE SERVICES' and a minus sign. Below the title, there is a label 'Activation code \*' followed by a text input field. Below that is a label 'Authority Type \*' with two radio button options: 'Director' and 'Authorized Individual Agent'. At the bottom left, there are two buttons: 'Validate' and 'Cancel'.

- 5) Once this is validated, the company will now appear in the Directors 'My Items', and there will be a confirmation of Receipt of Authority Task in the user's My Unfinished Business (MUB).

### 5. How do you revoke Company Authority?

If you are a director of a company, you can revoke Company Authority for other directors and authorised persons online. An authorised person who no longer requires access to a company's details can't revoke their own authority online.



## Annual Returns

### 1. When should I file my Annual Return?

A company must file their Annual Returns within 28 days from their Annual General Meeting (AGM). A company's first AGM should be held within 18 months after incorporation. Subsequent AGM's should be held once every calendar year and should not be more than 15 months apart.

### 2. What happens if the Annual Return is not filed?

Failure to file the company's Annual Return will result in a penalty.

### 3. Can I file my Annual Returns online?

Yes, logon to the system and click on your company under the 'My Items' list. Once you are in the 'View Company' page, click on the 'Maintain Company' button and select 'File Annual Return'. You will also be able to make payment online.





## Payments

### 1. What payments options are available?

Being an online system, payments for all applications can now be paid for by credit or debit card.

### 2. How will I know that my payment has gone through successful?

After entering your credit/debit card details, there will be a page informing you that the transaction is being processed, followed by another page containing a Payment Confirmation page. This page will contain a link with your payment receipt.

### 3. What if I cannot make payment immediately?

- 1) You will be able to make payment at a later date by clicking on the cancel link in the fee payment page.
- 2) A pop-up question will ask whether you would like to discard changes, select 'Yes'. Another pop-up will inform you of your choices, select 'Pay Later'.
- 3) Your application will be available in your dashboard under 'My Unfinished Business' with a 'Pay' status.
- 4) To make payment simply click on the application and proceed to make the payment.

### 4. What if I want to make payment by cash or cheque?

Please follow steps 1 and 2 as listed in the previous question (question 3). Proceed to the payment counter at ROCBN's office located in the Ministry finance. Inform the ROCBN representative that you would like to make payment for your application, provide the name of your company or business name.



## Requesting Information

### 1. How can I view information on another Company or Business Name?

- 1) Log on to your account and navigate to 'Search the Register' under 'Online Services'
- 2) Enter the Company or Business Name which you would like to view information on
- 3) Search results will be displayed. Under each result, there will be a 'Request Information' button.
- 4) Click on the button and you will have the option to request information on any available filings or view extracts and certificates.
- 5) Select the information you wish to view.
- 6) Click on the 'Add' button for each information you require.
- 7) After selecting all the information you require, proceed to make payment.
- 8) Click on the shopping cart on the top right corner of the page.
- 9) After making payment, you will receive an email informing you that request is being processed.
- 10) Shortly after you will be able to go to your dashboard and view all the requested information under 'My Orders'. (Tip: Refresh your page if you do not see your order).