Money Service Operators Licensing System
for
Customs & Excise Department (C&ED)

User Manual
(For Reference Only)
Version 1.3
December 2013

Remarks:
All contents and screens are subject to further amendments.
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Chapter 1   Introduction

This User Manual is to provide users with the relevant information and guidance on the operation of the web-based Money Service Operators Licensing System (MSOS). It provides an online submission of application for Money Service Operators (MSOs) Licence and other on-line functions.

Online function for searching Licensee Register is also available for public access.

**Access to the Money Service Operators Licensing System**

1. Launch Internet Explorer and input the website of the Customs and Excise Department (C&ED) http://www.customs.gov.hk.
2. Click or “Electronic Services > Money Service Operators Licensing System” to browse the Homepage of the MSOS.

The Main Page of the MSOS contains the following seven main components from (a) to (g):

(a) **Online Functions for Money Service Operators (MSOs)** - It allows an MSO to file an online submission of application for MSO Licence and other on-line functions include applications for renewal MSO Licence; approval in respect of Persons Proposing to become Licensee’s Partners/Directors/Ultimate Owners and adding New Premises for Money Service, as well as submission of Periodic Return for Statement of Transactions, re-submission of supporting documents, enquiry about the application status and reset of password.

(b) **Online Licensee Register** - It allows the public to view the particulars of the MSOs licensed with the C&ED.

(c) **Guidelines** - It provides useful information and guidelines for MSO such as Licensing Guideline, Guideline on Anti-Money Laundering and Counter-Terrorist Financing, Criteria for determining fitness and propriety and Fining Guideline, etc.

(d) **Forms** - It provides online function of download of forms related to MSO Licence.

(e) **Licensing Issues** - It provides User Manual on the operation of the MSOS and other licensing criteria to become a licensed MSO.

(f) **Online Demonstration** - It provides demonstration of various online functions in the MSOS.

(g) **Latest News** - It contains the latest news related to anti-money laundering and counter-terrorist financing announced by the C&ED.
The Main Page of the MSOS is as follows:
Chapter 2   Registration as a Money Service Operator (MSO) licensed with C&ED

2.1 Create User Account

(i) Click “Create User Account” under the pull-down menu of Online Functions for Money Service Operators (MSOs)
(ii) Read the relevant steps and press “NEXT” to proceed to the next step.

[Image of a user account creation process]

Read the steps to create new account

NEXT
2.2 **Steps for Create User Account**

**Step 1 - Read Terms and Conditions**

(i) Read the relevant sections under the Terms and Conditions of the use of the MSOS web application

(ii) Click the checkbox to confirm that you have read and understood the statement

(iii) Press “YES, I ACCEPT” to proceed to the next step
**Step 2 - Input Particulars for MSO Account Creation**

(i) Input the particulars of the MSO account
(ii) Press “NEXT” to proceed to the next step
Step 3 - Upload Supporting Documents

(i) Press “Add” to upload supporting documents
(ii) The uploaded supporting documents should be in:
   (1) Image Type: PDF, JPEG, GIF or TIF (RAW, LZW, JPEG, CCITT-G4)
   (2) Image Resolution: 200dpi or above
   (3) File Size: 2 Mbytes or below for each file
(iii) Press “NEXT” to proceed to the next step
Create User Account

Home > Create User Account

Upload Copy of Business Registration Certificate

Supporting Document for User Account Creation

A copy of valid Business Registration Certificate

Acceptable file format:
- Image type: PDF, JPEG, GIF or TIF (RAW, LZW, JPEG, CCITT-G4)
- Image resolution: 200dpi or above
- File size: 2Mbytes or below for each file

NEXT
**Step 4 - Confirmation**

(i) Enter “Verification Code” after all the information is confirmed  

(ii) Press “CONFIRM” to proceed to the next step
**Step 5 – Acknowledgement**

(i) Press “PRINT / SAVE” to print or save the acknowledgement and finish the “Create New Account” process.
(ii) An email message of ‘Create User Account’ will be sent to the applicant to confirm the application.

**Create User Account**

{Name of Applicant}

Dear Sir / Madam,

We have received your online application for an MSO account. Your application is under processing. You will receive a confirmation email once it is approved. Thank you.

User ID:
Application No.:

Licensing Office
Money Service Supervision Bureau
Customs and Excise Department

(iii) Another email message of ‘Approval of MSO Account’ will then be sent to the applicant to confirm the approval of the account.

**Approval of MSO Account**

{Name of Applicant}

Dear Sir / Madam,

Your application for MSO account has been approved. Please follow the link below to activate your account. Thank you.

Hyperlink: {url}

Licensing Office
Money Service Supervision Bureau
Customs and Excise Department
Chapter 3 User Login and Form 1 Application for a Money Service Operator Licence

3.1. Login to System

(i) Click “User Login” in the “Online Functions for Money Service Operators (MSOs)” to enter the login page
(ii) Input “User ID” and “Password”
(iii) Press “LOGIN” to login to the system
Input “User ID” and “Password”. Then press “LOGIN”.

(iv) The webpage below shows a successful login
3.2 Form 1 Application for a Money Service Operator Licence

(i) After login, enter the system page of MSOS
(ii) Click “Form 1 Application for a Money Service Operator (MSO) Licence” in the “Submissions”

(iii) Read the steps on the New Application page below
(iv) Press “NEXT” to proceed to the next step

Step 1 - Read Terms and Conditions

(For Reference Only)
(i) Read the relevant sections under the Terms and Conditions
(ii) Click the checkbox to confirm that you have read it.
(iii) Press “YES, I ACCEPT” to proceed to the next step

**Step 2 - Input Company Particulars and Other Details**

(For Reference Only)
Step 2 - Part 1 - Particulars of Applicant’s Business

(i) Input the particulars of Applicant’s Business

(ii) Press “NEXT” to proceed to the next step

Step 2 - Part 2 - Principal Address of the Business/Corporation

(For Reference Only)
(i) Input the particulars of Principal Address of the Business/Corporation
(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 3 - Details of all the Particular Premises used for the operation of a Money Service

(i) Press “ADD PARTICULAR PREMISES” to input the Particular Premises used for the operation of Money Service

(ii) Press “NEXT” to proceed to the next step
Input Part 3 - Details of all the Particulars of Premises used for the operation of a Money Service
Step 2 - Part 4-Particulars of Applicant who is a Sole Proprietor or Particulars of Individual Partner/Director of Applicant which is a partnership/corporation

(i) Press “ADD SOLE PROPRIETOR” or “ADD PARTNER/DIRECTOR” to input the particulars of Applicant who is a Sole Proprietor or Particulars of Individual Partner/Director of Applicant which is a Partnership/Corporation

(ii) Press “NEXT” to proceed to the next step
Input Part 4-Particulars of Applicant who is a Sole Proprietor or Particulars of Individual Partner/Director of Applicant which is a partnership/corporation
Press “ADD PARTNER/DIRECTOR” to input Part 4-Particulars of Applicant who is a Sole Proprietor or Particulars of Individual Partner/Director of Applicant which is a partnership/corporation.
Part 4 - Particulars of Applicant who is a Sole Proprietor or Particulars of Individual Partner / Director of Applicant which is a partnership / corporation

If no partner/Director to be declared, please click "NEXT" to proceed to next step.

SAVE

Input Part 4-Particulars of Applicant who is a Sole Proprietor or Particulars of Individual Partner/Director of Applicant which is a partnership/corporation

NEXT

SAVE
Step 2 - Part 5-Particulars of the corporate Partner/Director of Applicant (if applicable)

(i) Press “ADD CORPORATE PARTNER/DIRECTOR” to input the particulars of the Corporate Partner/Director of Applicant (if applicable)

(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 6-Particulars of Ultimate Owner(s) of the Applicant (if any)

(i) Press “ADD ULTIMATE OWNER(S)” to input the particulars of Ultimate Owner(s) of the Applicant (if any)

(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 7 - Details of the Bank Account(s) used for operating the Applicant’s Money Service

(i) Input the details of the Bank Account(s) used for operating the Applicant’s Money Service and press “SAVE” to save the inputted information

(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 8-Additional Information of the Business

(i) Input Additional Information of the Business
(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 9-Declaration by the Applicant

(i) Tick the checkbox “I declare that”
(ii) Read the details of the declaration and input the applicant’s particulars
(iii) Press “NEXT” to proceed to the next step
Step 3 - Upload Supporting Documents

(i) Press “Add” to upload supporting documents

(ii) The uploaded supporting documents should be in:

1. Image Type: PDF, JPEG, GIF or TIF (RAW, LZW, JPEG, CCITT-G4)
2. Image Resolution: 200dpi or above
3. File Size: 2 Mbytes or below for each file

(iii) Press “NEXT” to proceed to the next step
**Step 4 - Confirmation**

(i) Check and confirm the inputted information and the supporting documents.
(ii) Press “BACK” to make the necessary amendment, if any.
(iii) Press “CONFIRM” to proceed to the next step if all the inputted information is correct.

Press “PRINT / SAVE” if you want to print or save the information.
Step 5 - Acknowledgement

(i) The screen displays a receipt number of the application together with the time and date of the submission

(ii) Press “PRINT / SAVE” to print or save the acknowledgement page
Acknowledgement

Your application for Money Service Operator Licence has been received by the Customs and Excise Department.

User ID: TOM620
Company Name: TOM BILL COMPANY
Application No.: E-M-112-46464
Application Date/Time: 28/05/2012 14:11:03

Reminder:
Please remember to submit the following supporting documents of particulars of the sole proprietor and each partner/director/ultimate owner who is an individual:

**Hong Kong Resident**
- Completed Fit and Proper Person Declaration Form 3A together with Appendices I & II
- A copy of Hong Kong Identity Card

**Non-Hong Kong Resident**
- Completed Fit and Proper Person Declaration Form 3A together with Appendices I & II
- A copy of the Bio-data page of the Travel Document

Attention
The sole proprietor/partner/director/ultimate owner should sign the Appendix I of the Fit and Proper Person Declaration Form 3A during an interview with officers of the Department unless the Appendix I has been signed in the presence of a recognised professional e.g. solicitor. In this regard, please submit the above supporting documents during the interview. The applicant company will be notified of the time and date for the interview in due course. If the signature on the Appendix I has been witnessed by a professional, please enclose the Form 3A with the Appendix I and II and supporting documents in a sealed envelope and submit them in person or by post too.

Address:
Money Service Operators Department,
Customs and Excise Department,
Units 121B-1222, 12/F, Nan Pak Commercial Centre,
19 Lau Lek Street, Kowloon Bay, Kowloon

Office Hours:
Monday to Friday (except Public Holidays)
8:30 a.m. to 12:30 p.m.
1:00 p.m. to 5:30 p.m.

You may wish to print or save a copy of this acknowledgement for future reference.

This acknowledgement has also been sent to your email address.
Chapter 4  Resubmit Missing Documents

4.1  Login the System

(i) Click “User Login” in the “Online Functions for Money Service Operators (MSOs)” to enter the login page
(ii) Input “User ID” and “Password”
(iii) Press “LOGIN” to login the system
4.2 Read Terms and Conditions

(i) After login, enter the system page of MSOS
(ii) Click “Resubmit Missing Documents” in the “Submissions”

(iii) Read the relevant steps and press “NEXT” button to proceed to the next step
(iv) Read the relevant sections under the Terms and Conditions. 
(v) Click the checkbox to confirm that you have read and agreed the statement. 
(vi) Press "YES, I ACCEPT" to proceed to the next step.
4.3 Resubmit Missing Documents

(i) Press “Add” to upload the missing documents

(ii) The uploaded missing documents should be in:
   (1) Image Type: PDF, JPEG, GIF or TIF (RAW, LZW, JPEG, CCITT-G4)
   (2) Image Resolution: 200dpi or above
   (3) File Size: 2 Mbytes or below for each file

(iii) Press “NEXT” to proceed to the next step
Resubmit Missing Documents

Step 1 > Step 2 > Step 3 > Step 4

Supporting Documents of Company Particulars (Sole Proprietorship)

A copy of valid Business Registration Certificate *
BR cap  

Acceptable file format:
- Image type: PNG, JPEG, GIF, or TIFF (PMW, LZW, JPEG, GIF, PNG)
- Image resolution: 200dpi or above
- File size: 2Mbytes or below for each file

Note: [Back to Top]

Important:

Officers of Customs and Excise Department will examine all the original copies of the uploaded supporting documents during the interview with the applicant.

Other than the above uploaded supporting documents, please also submit the following supporting documents for sole proprietor / partner / director / ultimate owner who is an individual. These documents may be submitted in person or by post to the following address:

Address
Money Service Supervision Bureau
Customs and Excise Department
Unit 2208-2222, 12/F., Nan Fung Commercial Centre
19 Lam Lok Street, Kowloon Bay, Kowloon

Office hour:
Mon to Friday (Except Public Holidays)
8:45 a.m. to 12:30 p.m.
1:30 p.m. to 5:30 p.m.

Documents to be submitted to Customs and Excise Department

For Hong Kong Resident

- Completed Fit and Proper Person Declaration Form 3A together with Appendix I & II
- A copy of Hong Kong Identity Card attached to the completed Form 3A

For non-Hong Kong Resident

- Completed Fit and Proper Person Declaration Form 3A together with Appendix I & II
- A copy of the Bio-data page of the Travel Document attached to the completed Form 3A

NEXT
(iv) Press “CONFIRM” to save the uploaded documents

(v) Press “PRINT / SAVE” to print or save the acknowledgement
Chapter 5 Renew Licence Application

5.1 Login the System

(i) Click “User Login” in the “Online Functions for Money Service Operators (MSOs)” to enter the login page
(ii) Input “User ID” and “Password”
(iii) Press “LOGiN” to login the system

5.2 Renew Licence Application

(i) After login, enter the system page of MSOS
(ii) Click “Renew Licence Application” in the “Submissions”
(iii) Read the steps on the Renew Licence Application page below
(iv) Press “NEXT” to proceed to the next step
**Step 1 - Read Terms and Conditions**

(i) Read the relevant sections under the Terms and Conditions
(ii) Click the checkbox to confirm that you have read it.
(iii) Press “YES, I ACCEPT” to proceed to the next step

Read the Terms & Conditions.
Click the checkbox to confirm that you have read and agreed to it. Then, press “YES, I ACCEPT”.

(For Reference Only)
Step 2 - Input Company Particulars and Other Details

Step 2 - Part 1 - Particulars of Applicant’s Business

(i) Input the particulars of Applicant’s Business
(ii) Press “NEXT” to proceed to the next step

Input the particulars of Applicant’s Business

NEXT
Step 2 - Part 2-Principal Address of the Business/Corporation

(i) View the particulars of Principal Address of the Business/Corporation
(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 3 - Details of all the Particular Premises used for the operation of a Money Service

(i) View the details of all the Particular Premises used for the operation of a Money Service

(ii) Press “NEXT” to proceed to the next step

View the details of all the Particular Premises used for the operation of Money Service
Step 2 - Part 4 - Particulars of Applicant who is a Sole Proprietor or Particulars of Individual Partner/Director of Applicant which is a partnership/corporation

(i) View the particulars of Applicant who is a Sole Proprietor or Particulars of Individual Partner/Director of Applicant which is a partnership/corporation

(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 5-Particulars of the corporate Partner/Director of Applicant (if applicable)

(i) View the particulars of the Corporate Partner/Director of Applicant (if applicable)
(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 6-Particulars of Ultimate Owner(s) of the Applicant (if any)

(i) View the particulars of Ultimate Owner(s) of the Applicant (if any)
(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 7-Details of the Bank Account(s) used for operating the Applicant’s Money Service

(i) View the details of the Bank Account(s) used for operating the Applicant’s Money Service
(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 8-Additional Information of the Business

(i) Input Additional Information of the Business
(ii) Press “NEXT” to proceed to the next step

![Image of Renew Licence Application interface]

*Input Additional Information of the Business*
Step 2 - Part 9 - Declaration by the Applicant

(i) Tick the checkbox “I declare that”

(ii) Read the details of the declaration and input the applicant’s particulars

(iii) Press “NEXT” to proceed to the next step
**Step 3 - Upload Supporting Documents**

(i) Press “Add” to upload supporting documents

(ii) The uploaded supporting documents should be in:

- (1) Image Type: PDF, JPEG, GIF or TIF (RAW, LZW, JPEG, CCITT-G4)
- (2) Image Resolution: 200dpi or above
- (3) File Size: 2 Mbytes or below for each file

(iii) Press “NEXT” to proceed to the next step
**Step 4 - Confirmation**

(i) Check and confirm the inputted information and the supporting documents
(ii) Press “BACK” to make the necessary amendment, if any
(iii) Press “CONFIRM” to proceed to the next step if all the inputted information is correct.
**Step 5 - Acknowledgement**

(i) The screen displays the receipt number of the application together with the time and date of the submission

(ii) Press “PRINT / SAVE” to print or save the acknowledgement page

---

**Acknowledgement:**

Your application for renewal of a Money Service Operator Licence has been received by Customs and Excise Department.

- **User ID:** 89TOM46
- **Company Name:** TCM HUGE
- **MSO Licence No.:** 12-08-12495
- **Application No.:** E-RL-12-000084
- **Application Date / Time:** 03/09/2012 14:20:00

**Reminder:**

Please remember to submit the following supporting documents of particulars of the sole proprietor and each partner / director / ultimate owner who is an individual:

**Hong Kong Resident**
- Completed Fit and Proper Person Declaration Form 3A together with Appendices I & II
- A copy of Hong Kong Identity Card

**Non-Hong Kong Resident**
- Completed Fit and Proper Person Declaration Form 3A together with Appendices I & II
- A copy of the Bio-data page of the Travel Document

**Attention**

The sole proprietor / partner / director / ultimate owner should sign the Appendix I of the Fit and Proper Person Declaration Form 3A during an interview with officers of the Department unless the Appendix I has been signed in the presence of a recognised professional e.g., solicitor. In this regard, please submit the above supporting documents during the interview. The applicant company will be notified of the time and date for the interview in due course. If the signature on the Appendix I has been witnessed by a professional, please enclose the Form 3A with Appendices I & II and supporting documents in a sealed envelope and submit them in person or by post.

**Address:**

Money Service Supervision Bureau
Customs and Excise Department
Units 1210-1222, 12/F., Nan Fung Commercial Centre
19 Lam Lok Street, Kwunloon Bay, Kwun Tong

**Office Hours:**

Monday to Friday (except Public Holidays)
8:45 a.m. to 12:30 p.m.
1:30 p.m. to 5:30 p.m.

*This acknowledgement has also been sent to your email address.*

Press “PRINT / SAVE” to print or save the acknowledgement.
Chapter 6  Form 4 Application for Approval in respect of Persons Proposing to become Licensee’s Partners/Directors/Ultimate Owners

6.1 Login the System

(i) Click “User Login” in the “Online Functions for Money Service Operators (MSOs)” to enter the login page
(ii) Input “User ID” and “Password”
(iii) Press “LOGIN” to login the system

6.2 Form 4 Application for Approval in respect of Persons Proposing to become Licensee’s Partners/Directors/Ultimate Owners

(i) After login, enter the system page of MSOS
(ii) Click “Form 4 Application for Approval in respect of Persons Proposing to become Licensee’s Partners/Directors/Ultimate Owners” in the “Submissions”
(iii) Read the steps on the page of Form 4 Application for Approval in respect of Persons Proposing to become Licensee’s Partners/Directors/Ultimate Owners below

(iv) Press “NEXT” to proceed to the next step

Read the steps to complete Form 4 Application.
Step 1 - Read Terms and Conditions

(i) Read the relevant sections under the Terms and Conditions
(ii) Click the checkbox to confirm that you have read it
(iii) Press “YES, I ACCEPT” to proceed to the next step

Read the Terms & Conditions.
Click the checkbox to confirm that you have read and agreed to it. Then, press “YES, I ACCEPT”.

YES, I ACCEPT
**Step 2 - Input the Proposed Person Particulars and Other Details**

**Step 2 - Part 1-General Information of the Applicant**

(i) View the general information of the applicant  
(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 2 - Particulars of the Proposed Individual to be Licensee’s Partners/Directors/Ultimate Owners

(i) Press “ADD PARTNER/DIRECTOR/ULTIMATE OWNER” to input the particulars of the Proposed Individual to be Licensee’s Partners/Directors/Ultimate Owners

(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 3 - Particulars of the Proposed Corporate to be Licensee’s Partner/Director

(i) Press “ADD CORPORATE PARTNER/DIRECTOR” to input the particulars of the Proposed Corporate Partner/Director to be Licensee’s Partner/Director
(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 4-Declaration by the Applicant

(i) Tick the checkbox “I declare that” and input particulars of the applicant
(ii) Read the details of the declaration and input applicant’s particulars
(iii) Press “NEXT” to proceed to the next step
**Step 3 - Upload Supporting Documents**

(i) Press “Add” to upload supporting documents

(ii) The uploaded supporting documents should be in:

   (1) Image Type: PDF, JPEG, GIF or TIF (RAW, LZW, JPEG, CCITT-G4)
   
   (2) Image Resolution: 200dpi or above
   
   (3) File Size: 2 Mbytes or below for each file

(iii) Press “NEXT” to proceed to the next step
**Step 4 - Confirmation**

(i) Check and confirm the inputted information and the supporting documents

(ii) Press “BACK” to make the necessary amendment, if any

(iii) Press “CONFIRM” to proceed to the next step if all the inputted information is correct.
Step 5 - Acknowledgement

(ii) The screen displays the receipt number of the application together with the time and date of the submission.

(ii) Press “PRINT / SAVE” to print or save the acknowledgement page.
Chapter 7  Form 5 Application to add New Premises used for the operation of a Money Service

7.1  Login the System

(i)  Click “User Login” in the “Online Functions for Money Service Operators (MSOs)” to enter the login page
(ii) Input “User ID” and “Password”
(iii) Press “LOGIN” to login the system

7.2  Form 5 Application to add New Premises used for the operation of a Money Service

(i) After login, enter the system page of MSOS
(ii) Click “Form 5 Application to add New Premises used for the operation of a Money Service” in the “Submissions”
(iii) Read the steps on the page of Form 5 Application to add New Premises used for the operation of a Money Service below

(iv) Press “NEXT” to proceed to the next step

Read the steps to complete Form 5 Application.
Step 1 - Read Terms and Conditions

(i) Read the relevant sections under the Terms and Conditions
(ii) Click the checkbox to confirm that you have read it.
(iii) Press “YES, I ACCEPT” to proceed to the next step

Read the Terms & Conditions. Click the checkbox to confirm that you have read and agreed to it. Then, press “YES, I ACCEPT”.

(For Reference Only)
Step 2 - Input the New Premises Particulars and Other Details

Step 2 - Part 1-General Information of the Applicant

(i) View the general information of the applicant
(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 2 - Details of the Particulars Premises to be added for the operation of a Money Service

(i) Press “ADD PARTICULAR PREMISES” to input the details of the Particular Premises to be added for the operation of a Money Service

(ii) Press “NEXT” to proceed to the next step

Press “ADD PARTICULAR PREMISES” to input the details of the Particular Premises to be added for the operation of a Money Service
Application to add New Premises used for the operation of a Money Service

Part 2 - Details of the Particular Premises to be added for the operation of a Money Service

Please click "ADD PARTICULAR PREMISES" to add premises and then click "NEXT" after finishing.

Premises Information

(1) Premises Information
Please state the reason for adding any new particular premises to operate a money service:
- Adding new premises
- Additional premises for a money service at particular premises
- Additional premises as trade fair/exhibition venue
- Validity Period (from) [ ]
- Validity Period (to) [ ]
- Business Registration No. [ ]
- Area of the premises [m²] [ ]
- Please state the type of premises where the money service is operated [ ]
- Domestic Premises
- Commercial Premises
- Mixed domestic and commercial premises
- Business/branch Name (in English) [ ]
- Business/branch Name (in Chinese) [ ]

(2) Address (Please complete in English)
- Standard
- Village
- Let
- Standard
- All shall be provided
- Unit [ ]
- Floor [ ]
- Building Name [ABC BUILDING]
- Block [ ]
- Address [KOWLOON]
- District [HUNG HOM]

(3) Contact Information
- Office Telephone No. [ ]
- Office Fax No. [ ]

(4) Is there any other business being run in this premises? (not applicable for adding business premises in trade fair/exhibition venue)
- Yes [ ]
- No [ ]

(5) Other Business Entity
- Run by another business entity [ ]
- Please provide the following information of the business sharing the premises:
  - Name of Business/Corporation [ ]
  - Nature of Business [ ]
  - Remittance service
  - Money changing service
  - Remittance and money changing services
  - Others, please specify [ ]

ADD OCCUPANT
- ADD OCCUPANT
- OCCUPANTS
- OTHER OCCUPANTS
- ADD OCCUPANT
- OCCUPANTS
- OTHER OCCUPANTS

ADD COMPANY
- ADD COMPANY
- COMPANY
- OTHER COMPANY
- ADD COMPANY
- COMPANY
- OTHER COMPANY

NEXT
SAVE
Step 2 - Part 3 - Declaration by the Applicant

(i) Tick the checkbox “I declare that”
(ii) Read the details of the declaration and input applicant’s particulars
(iii) Press “NEXT” to proceed to the next step
**Step 3 - Upload Supporting Documents**

(i) Press “Add” to upload supporting documents

(ii) The uploaded supporting documents should be in:

   (1) Image Type: PDF, JPEG, GIF or TIF (RAW, LZW, JPEG, CCITT-G4)

   (2) Image Resolution: 200dpi or above

   (3) File Size: 2 Mbytes or below for each file

(iii) Press “NEXT” to proceed to the next step
Step 4 - Confirmation

(i) Check and confirm the inputted information and the supporting documents
(ii) Press “BACK” to make the necessary amendment, if any
(iii) Press “CONFIRM” to proceed to the next step if all the inputted information is correct.
**Step 5 - Acknowledgement**

(i) The screen displays the receipt number of the application together with the time and date of the submission.

(ii) Press “PRINT / SAVE” to print or save the acknowledgement page.
Chapter 8  Submit Periodic Return for Statement of Transaction

8.1 Login the System

(i) Click “User Login” in the “Online Functions for Money Service Operators (MSOs)” to enter the login page
(ii) Input “User ID” and “Password”
(iii) Press “LOGIN” to login the system

8.2 Submit Periodic Return for Statement of Transactions

(i) After login, enter the system page of MSOS
(ii) Click “Periodic Return for Statement of Transactions (date) to (date)” in the “Submissions”
(iii) Read the steps on the page of Periodic Return for Statement of Transactions below

(iv) Press “NEXT” to proceed to the next step

Read the steps to complete Periodic Return for Statement of Transactions
**Step 1 - Read Terms and Conditions**

(i) Read the relevant sections under the Terms and Conditions
(ii) Click the checkbox to confirm that you have read it
(iii) Press “YES, I ACCEPT” to proceed to the next step
Step 2 - Statement of Transactions

Step 2 - Part 1 - Money Changing Transactions

(i) Input the information of Money Changing Transactions
(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 2 - Remittance Transactions

(i) Input the information of Remittance Transactions

(ii) Press “NEXT” to proceed to the next step
Step 2 - Part 3-Suspicious Transaction Report

(i) Input the number of suspicious transactions reported to the Joint Financial Intelligence Unit of the Hong Kong Police Force

(ii) Press “NEXT” to proceed to the next step

Input the number of suspicious transactions reported to the Joint Financial Intelligence Unit of the Hong Kong Police Force

NEXT
Step 2 - Part 4 - Declaration by the person who submits this return

(i) Input the particulars of the person who submits this return

(iii) Press “NEXT” to proceed to the next step
**Step 3 - Confirmation**

(i) Check and confirm the inputted information

(ii) Press “BACK” to make the necessary amendment, if any

(iii) Press “CONFIRM” to proceed to the next step if all the inputted information is correct
Step 4 - Acknowledgement

(i) The screen displays the receipt number of the application together with the time and date of the submission

(ii) Press “PRINT / SAVE” to print or save the acknowledgement page
Chapter 9  Application Status Enquiry

9.1  Login the System

(i)  Click “User Login” in the “Online Functions for Money Service Operators (MSOs)” to enter the login page
(ii) Input “User ID” and “Password”
(iii) Press “LOGIN” to login the system
9.2 New Application Status Enquiry

(i) Click “Status Enquiry” in the “Application Status Enquiry”
(ii) Enter the webpage of “New Application Status Enquiry”. View the details of application status.

(iii) Press “PRINT / SAVE” to print or save the details of application status.
9.3 Renew Licence Application Status Enquiry

(i) Click “Renew Licence Application” in the “Application Status Enquiry”
(ii) Enter the webpage of “Renew Licence Status Enquiry”. View the details of application status.

(iii) Press “PRINT / SAVE” to print or save the details of application status
9.4 Application Status Enquiry about Form 4 Application

(i) Click “Form 4 Application for Approval in respect of Persons Proposing to become Licensee’s Partners/Directors/Ultimate Owners” in the “Application Status Enquiry”
(ii) Enter the webpage of “Approval in respect of Persons Proposing to become Licensee’s Partners/Directors/Ultimate Owners”. View the details of application status.

(iii) Press “PRINT / SAVE” to print or save the details of application status
9.5 Application Status Enquiry about Form 5 Application

(i) Click “Form 5 Application to add New Premises used for the operation of a Money Service” in the “Application Status Enquiry”
(ii) Enter the webpage of “Application to add New Premises used for the operation of a Money Service”. View the details of application status.

(iii) Press “PRINT / SAVE” to print or save the details of application status.
9.6 Application Status Enquiry about Periodic Return for Statement of Transactions

(i) Click “Periodic Return for Statement of Transactions (Date) To (Date)” in the “Application Status Enquiry”
(ii) Enter the webpage of “Periodic Return for Statement of Transactions”. View the details of application status.

(iii) Press “PRINT / SAVE” to print or save the details of application status
Chapter 10 Account Maintenance

10.1 Login the System

(i) Click “User Login” in the “Online Functions for Money Service Operators (MSOs)” to enter the login page
(ii) Input “User ID” and “Password”
(iii) Press “LOGIN” to login the system

10.2 Change Password

(i) After login, enter the system page of MSOS
(ii) Click “Change Password” in the “Account Maintenance”
(iii) Enter the webpage of “Change Password” and input a new password
(iv) Press “SUBMIT” to proceed to the next step

(v) The webpage below shows a successful change of password
10.3 Forgot Password

(i) Click “User Login” in the “Online Functions for Money Service Operators (MSOs)” to enter the login page
(ii) Press “Forgot password” if the user forgot the password

(iii) Input “User ID” and “Email Address”
(iv) Enter “Verification Code”
(v) Press “SUBMIT”
(vi) The system message below shows “A new password is sending to your registered email account”

![System Message](image)

(vii) An email message of ‘Reset of MSO Account Password’ will be sent to the applicant.

![Reset of MSO Account Password](image)

Dear Sir / Madam,

We have received your request for reset password. Please login again using the new password below and change it immediately once logged in. Thank you.

New Password: {password}

Licensing Office
Money Service Supervision Bureau
Customs and Excise Department
10.4 Licensee Profile

(i) After login, enter the system page of MSOS
(ii) Click “Licensee Profile” in the “Account Maintenance”
(iii) Enter the webpage of “Licensee Profile”. View the details of the Licensee Profile.
Chapter 11 Online Licensee Register

11.1 Search Licensed Money Service Operators

(i) Click “Licensed Money Service Operators” under the Online Licensee Register.
(ii) Read the relevant sections under the Terms and Conditions of the Licensee Register

(iii) Press “YES, I ACCEPT” to proceed to the next step
(iv) Search ‘Licensed Money Service Operators’ by inputting the business name or Licence No.
(v) Press ‘SEARCH’ to search ‘Licensed Money Service Operators’
(vi) The webpage below shows the search result

<table>
<thead>
<tr>
<th>Name of Licensee</th>
<th>Address</th>
<th>Address Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC CO</td>
<td>18/F, AAA TOWER, YAU MA TELI, KOWLOON</td>
<td>Correspondence Address</td>
</tr>
<tr>
<td>CHAN TAIMAN TRADING AS ABC COMPANY</td>
<td>SHOP 1, 1/F, BLOCK A, LUCKY BUILDING, 100 LUCKY STREET, WONG CHUK HANG, HONG KONG</td>
<td>Specified Premises</td>
</tr>
<tr>
<td>CHAN TAIMAN TRADING AS ABC COMPANY</td>
<td>SHOP B, 2/F, BLOCK B, LUCKY BUILDING, 100 LUCKY STREET, WAN CHAI, HONG KONG</td>
<td>Specified Premises</td>
</tr>
<tr>
<td>CHAN TRADING AS ABC CO</td>
<td>FLAT 13/F, BLOCK A, PHASE 2, 12A FA YUEN STREET, MONG KOK, KOWLOON</td>
<td>Correspondence Address</td>
</tr>
</tbody>
</table>