



## OFFICIAL RECEIVER'S OFFICE

破產管理署

10TH-12TH FLOORS, HIGH BLOCK,  
QUEENSWAY GOVERNMENT OFFICES,  
66 QUEENSWAY, HONG KONG.

香港金鐘道六十六號金鐘道政府合署高座十樓至十二樓

FAX (852) 2536 9963 (Case Management)  
(852) 2501 0698 (Case Management)  
(852) 2104 7151 (Case Management)  
(852) 2104 7150 (Finance)  
(852) 3105 1814 (Admin.)  
(852) 3105 0435 (Legal Services)  
(852) 3106 0347 (Personnel)

圖文傳真 (852) 2536 9963 (圖文處理)  
(852) 2501 0698 (圖文處理)  
(852) 2104 7151 (圖文處理)  
(852) 2104 7150 (財務)  
(852) 3105 1814 (行政)  
(852) 3105 0435 (法律事務)  
(852) 3106 0347 (人事)

來函請註明本署檔號  
IN REPLY PLEASE QUOTE THIS REF.: ORO CMD/1-50/2/3

來函檔號 YOUR REF.:

電話 TEL. NO.: 2867 2426

圖文傳真 FAX NO.: 3105 0445

Internet Homepage Address  
互聯網網址  
<http://www.oro.gov.hk>

24 September 2021  
(Updated in October 2021)

**OFFICIAL RECEIVER'S OFFICE CIRCULAR NO. 2 / 2021****Use of Electronic Communication in Insolvency Case Matters**

The use of electronic mail for correspondence between organisations and individuals is now common place. It has the advantage of speed of transmission, and also helps reduce paper consumption and saves time and cost.

2. To enhance communication with the Official Receiver's Office ("ORO"), and to promote greener practices, private insolvency practitioners ("PIPs") and their staff are encouraged to contact ORO case officers and Financial Services Division ("FSD") colleagues on insolvency case matters through email insofar as is possible, unless otherwise required by provisions of the relevant ordinances or other prevailing ORO Circulars (for example, submission of liquidators' and trustees' accounts, or original authorization for effecting transfer of funds from estate account or where original document are required).

3. For documents or letters that require the signature of the provisional trustees, trustees, provisional liquidators, liquidators or special managers, PIPs may submit scanned copies of the documents to the responsible case officer or FSD officer of ORO. PIPs and their staff should keep the signed copies of the documents and letters and produce the same to ORO for verification if requested.

4. Information on the case officer responsible for specific insolvency cases can be ascertained from the "Contact Responsible Case Officers" function under "About Us > Contact Us" section of the ORO's website ([https://www.oro.gov.hk/eng/about\\_us/contact\\_us/contact\\_case\\_officers.php](https://www.oro.gov.hk/eng/about_us/contact_us/contact_case_officers.php)). Contact details of the case officers and the FSD officers (i.e. their telephone and email address) can also be found in the Government Telephone Directory (<https://tel.directory.gov.hk/index.oro.ENG.html>).

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5. For any follow-up or enquiry on the emails sent, PIPs and their staff can contact the responsible case officer or FSD officer directly by telephone or email. Where necessary, they can also contact the head of the team of the responsible case officer or FSD officer. Information on the responsible team head can also be found from the Government Telephone Directory.

6. In case there is any question regarding this Circular, please contact Mr Michael Cheung, Chief Insolvency Officer (Compliance and Regulatory Section) of this office at 2867 2515.

**Signed**  
(Ms Phyllis McKenna)  
Official Receiver

To all insolvency practitioners

via (1) The Hong Kong Institute of Certified Public Accountants  
(2) The Hong Kong Chartered Governance Institute  
(3) The Law Society of Hong Kong