



# REGISTRAR GENERAL'S DEPARTMENT



## COMPANIES REGISTRY ONLINE SYSTEM (CROS)

# FAQs



# CROS – FREQUENTLY ASKED QUESTIONS

## 01 What is the expected Launch date for CROS?

Wednesday 1st February, 2023.

## 02 How do I access CROS?

You must apply for a Companies Registry Account (CRA) to access CROS.

## 03 Why must I apply for a CRA?

Your CRA creates your digital identity in CROS.

## 04 Who must apply for a CRA?

- Every individual who wishes to:
  - Incorporate a Company;
  - Register a Business Name, Non-Profit Organisation, or External Company;
  - Search the Register, download Company/Business files; or
  - File Post-Registration/Incorporation documents.
- Additionally, the following categories of persons:
  - Directors;
  - Secretaries; and /or
  - Agents:
    - Accountants;
    - Lawyers; or
    - Business service providers.

## 05 How do I apply for a CRA?

You will need to submit your personal information through CROS, accessible via the Companies Registry's website; [www.legalaffairs.gov.tt](http://www.legalaffairs.gov.tt).

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## What do I need to apply for a CRA?

You must have:

- Scanned copies of your:
  - Birth Certificate; and
  - Two forms of valid photo identification (ID).
- Headshot/selfie holding one ID next to your face.
- The computer ID number of the Companies and Businesses with which you are associated as:
  - Director;
  - Secretary; and/or
  - Partner.

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## Is there a guide to assist me in applying for a CRA?

- There is an instructional video at <https://fb.watch/i4pvAytCGu/>
- Then you may go to: <https://rgd.legalaffairs.gov.tt/ RegisterIdentity/entry-i>
  - Select 'apply for individual account';
  - Complete the application by entering your:
    - Birth Certificate PIN (applicable to Nationals of Trinidad and Tobago only);
    - Full name and any former name;
    - Nationality at Birth and current Nationality;
    - Date of Birth;
    - Gender;
    - Occupation;
    - Telephone number(s);
    - Email address;
    - Current residential address and postal address; and
    - Where applicable, the list of Companies and Businesses with which you have an association.

# CROS – FREQUENTLY ASKED QUESTIONS

- Upload a copy of your:
  - Birth Certificate;
  - If your Birth Certificate is not in English, you must also provide a translation from a Ministry of Foreign and CARICOM Affairs approved translator. The Birth Certificate and translation must be uploaded as one attachment.
  - Two forms of photo ID;
  - E.g. Passport, National ID card or Drivers Permit.
  - Headshot/selfie which clearly shows one of the submitted forms of photo ID next to your face; and
  - Deed Poll or other documentation evidencing a change of name if your name has been changed.

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## **What happens after I submit my CRA application?**

The Registry verifies your identity against the documents provided.

**Note:** The documents provided are only for use by the Registry for verification purposes, only.

When your information is authenticated, the Registry will create your CRA.

Note: You will be contacted via email by the Registry if your application is queried. Please reply to the query email with the requested information.

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## **When will I get my login credentials?**

Upon the launch of CROS, you will receive an email with your login credentials, namely:

- Username - email used to sign up;
- Password – one-time password that must be changed upon first login; and
- CRA Identity PIN – used to identify you in CROS.

# CROS – FREQUENTLY ASKED QUESTIONS

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## What is a CRA Identity PIN?

- The CRA Identity PIN is a unique number issued by the Registrar General, to be used only for accessing services in CROS.
- The CRA Identity PIN is not your Birth Certificate PIN.
- The CRA Identity PIN is used to:
  - match your account to the Company(ies), Business(es) and/or Non-Profit Organisation(s) to which you may be associated; and
  - add other parties to documents.

**Note:** Within CROS, there are three (3) types of PINs:

1. PIN – the CRA Identity PIN of a person;
2. Business PIN – the CRA Identity PIN of a Firm/Partnership; and
3. Company PIN – the CRA Identity PIN of a Company; whether Profit, Non-profit or External.

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## Can I share my CRA Identity PIN?

Yes, however, you should only share your PIN to be:

1. appointed as an Agent; or
2. added to new records (e.g. being appointed as a Director).

**Note:** Your PIN allows your information to be included on the form submitted through CROS.

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## Will I have to re-register for CROS if I previously applied for my CRA?

No, your previous registration is valid.

# CROS – FREQUENTLY ASKED QUESTIONS

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## **Will all Directors and Secretaries of a Company be required to register for CROS?**

Yes, every Director and Secretary must have their own CRA. This is necessary as CROS is an electronic system linking the CRA Identity of the individual to each Company/Business with which they are associated.

**Note:** You must indicate that you have an association, where you are a Director, Secretary or Partner in any Company or Business, to be able to conduct transactions for these entities in CROS.

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## **What does “association” mean in CROS?**

- “Association” is the establishing of position(s) that a person or Company may hold in any of the following Incorporated/Registered entities:
  - Companies (Profit and Non-profit);
  - Businesses (Individual and Firm/Partnership);
  - External Companies; and/or
  - Non-Profit Organisations.
  
- Types of associations required to transact business on behalf of your organisation through CROS:
  - Director;
  - Secretary; and
  - Partner of a Firm/Partnership.
  
- Other associations:
  - Owner (of an Individual Business);
  - Shareholder;
  - Beneficial Owner; and
  - Controller.

# CROS – FREQUENTLY ASKED QUESTIONS

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## **How do I establish my associations?**

You have two (2) means to establish your associations:

1. At the time of applying for your CRA, complete the “Associations Page” by entering the Company/Business Identifier and clicking ‘save’.  
(The Company/Business Identifier can be located on your Certificate of Incorporation/Registration as the ‘Computer ID No.’ or you can search for the numbers using the link available on the CRA Application).
2. From within your CRA (after the launch), go to the “My Account Section” and submit the associations details.

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## **Does a Company have its own CRA?**

No, each Director and Secretary must have their own CRA which will then be used to submit documents on behalf of the Company.

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## **Can I file documents on behalf of a corporate entity?**

Yes, as an authorised agent.

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## **How are agents appointed?**

An agent is someone that you authorise and appoint for the purpose of filing specified documents on your behalf. You may either appoint an agent indefinitely, or for a fixed period.

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## **I submitted a Name Reservation through TTBizLink, will the Registry honour pending/expired Name Reservations?**

Yes, the Registry will honour Name Reservations which expired **after the 8th December, 2022**, this concession will expire one (1) month after the launch of CROS.

# CROS – FREQUENTLY ASKED QUESTIONS

Individuals must first apply for a Companies Registry Account (CRA), then visit the Companies Registry in-person with the TTBizLink Name Approval and a completed Name Reservation Transfer Form.

The Transfer Form will be available in-office and via the Companies Registry's website upon the launch of CROS.

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## **My Company/Business Name has been approved and I submitted the application for Incorporation/Registration, would I have to repeat the process in CROS?**

You will not have to repeat the process if:

1. your Incorporation/Registration application was approved in principle; and
2. you paid the prescribed fee.

**Note:** Both within the name reservation period.

In that case, you may deliver the signed duplicate original documents, proof of payment and confirmation email (approved in principle) from TTBizLink to the Registry, once CROS is launched.

If you do not have either 1 or 2 as listed above, you must:

1. apply for your CRA;
2. complete the Name Reservation Transfer Form; and
3. resubmit the Incorporation/Registration through CROS.

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## **After I submit my documents, how long will it take to receive the Certificate of Incorporation/Registration?**

You will receive your Certificate of Incorporation/Registration in five (5) working days.



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### **Will my Certificate of Incorporation/ Registration look the same?**

No, there's a new-look Certificate. Please visit the Companies Registry's website to view a specimen.

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### **When CROS is launched, how will the Registry treat with pending online submissions of Annual Returns, Return of Beneficial Interest Forms and Applications for Non-Profit Registration via the Post-Incorporation Application?**

- Applications which were paid for and approved may be printed, signed and filed at the Companies Registry Counter along with the receipt of payment and approval email;
- Applications which were paid for, but pending approval, will be processed through the Post-Incorporation Application. Once approved, the forms may be printed, signed and filed at the Companies Registry Counter along with the receipt of payment and approval email; or
- Applications which were not paid for will **not** be processed. Instead, they must be filed as follows:
  - Annual Returns – through CROS;
  - Registration of a Non-Profit Organisation – through CROS; and
  - Return of Beneficial Ownership – through the Post-Incorporations Application.

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### **Will customers with already prepared/signed forms, which are included in CROS (Annual Returns, Changes to Directors/Secretaries/Address) be allowed to file same over the counter?**

No, these documents must be filed through CROS.

## CROS – FREQUENTLY ASKED QUESTIONS

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### **I've registered for my CRA and CROS has been launched, how do I file my documents with the Registry?**

For the interim period, the following steps must be taken:

1. Complete your Companies/Business documents online, in CROS;
2. Pay the prescribed fee using your CRA balance;
3. Your completed form will be emailed to your registered email address;
4. You must print the completed form in duplicate and all relevant officers must sign same;
5. The signed duplicate forms must be submitted to the Registry within two (2) business days to complete the registration;
6. Your duplicate forms will be stamped by the Registry and returned to you; and
7. Where a Certificate of Incorporation/Registration is to be issued, this will be done at the time of submission of documents.

When all features of CROS are fully implemented and your digital signature is applied, the system will be automated and paperless. There will be no need for in-person visits to the Registry for the filing of the most commonly used documents.



SCAN HERE TO REGISTER



223-AGLA (2452)



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