

LAND REGISTRY IRIS ONLINE SERVICES

A GUIDE TO SERVICES

I. Service Hours

- (1) For Enquiry of Search/Order Status, Subscriber Information (for the desktop version) and Online Help
Monday to Sunday (including public holidays) from 07:30 hour to 03:30 hour (next day).
- (2) For Search of Land Register, Unposted Memorial Information and Ordering Land Records
Monday to Sunday (including public holidays) from 07:30 hour to 02:30 hour (next day).

II. Services Provided

- (1) Search of Land Register
 - Information on "current" particulars or "historical and current" particulars of a property including documents pending registration.
 - Nature: Plain copy and Certified copy (for the desktop version)
Plain copy (for the mobile version)
- (2) Search of Unposted Memorial Information
 - Documents which are lodged for registration but, for one reason or another, cannot be posted to the land register, are shown in the Unposted Memorial List with their brief information (Lot Number, Address, Memorial No., Nature of Instrument and Date of Delivery).
 - Subscribers can select to search any unposted memorial in the Unposted Memorial List. Additional information such as date of document, consideration, share of the lot, name of the lodging solicitors, etc. in respect of the selected unposted memorial will be shown.
- (3) Ordering Land Records
 - Types of Records: Imaged copies of Memorial, Government Lease, New Grant, Conditions and Block Government Lease
 - Nature: Plain copy and Certified copy (for the desktop version)
Plain copy (for the mobile version)
- (4) Enquiring Search / Order Status
 - Subscribers can enquire search / order status by transaction number, order number, order details, and order creation date and status.
- (5) Enquiring Subscriber Information
 - For the desktop version, subscribers can enquire the account balance, current statement and previous monthly statements.
 - For the mobile version, subscribers can view the account balance after successful log-in (but excluding enquiry on current statement, previous monthly statement and statement by date range).
- (6) Online Help
 - Online help with step by step guidance is available.

III. Delivery Methods

Users can choose the following delivery methods to receive the copies of land records:

For the desktop version,

- View by browser
- By download
- By email
- By fax
- By mail
- By collection over counters

For the mobile version,

- View by browser
- By email

Delivery methods may vary according to different types of land records ordered.

**FOR ENQUIRIES ON THE USE OF THE IRIS ONLINE SERVICES,
PLEASE CONTACT THE LAND REGISTRY CUSTOMER SERVICES HOTLINE
AT
TEL. NO. (852) 3105 0000**