



High Court - Apostille Service

Guidance Notes for e-Appointment System

1. This e-Appointment System is for booking an appointment for attending the Apostille Service of the High Court Registry to submit the following documents for apostille service application:
 - (i) public documents bearing the true signature of an official party such as a Hong Kong SAR Government recognized officer; and
 - (ii) documents signed by a notary public or a Commissioner for Oaths in Hong Kong.
2. Registered users of “iAM Smart” may use the auto form-filling function of “iAM Smart” to provide relevant personal data when making online appointment.
3. A walk-in applicant without an advanced appointment will not be provided service instantly. The applicant has to make an on-line appointment for another day, unless there are remaining quotas for walk-in users on the same day.
4. One time slot is for one new application with a maximum of 30 documents.
5. Designated time slots are reserved for handling multiple applications involving more than 30 documents.
6. Before making an appointment, an applicant is advised to read the online information at the Judiciary website about the apostille service in particular the types of document accepted and the fees through this link:
https://www.judiciary.hk/en/court_services_facilities/apostille.html
7. The applicant who makes an appointment via the e-Appointment System must attend the Apostille Service Office’s counter at the High Court Registry personally at the specified time and date of the appointment and present the appointment letter. He/she may be required to obtain a ticket for "Scheduled Appointments".
8. Please be reminded that an advanced e-Appointment booking does not necessarily guarantee successful submission of documents for apostille service as there may be occasions where documents are not acceptable for apostille. The applicant who wishes to make any fresh submissions has to make another on-line appointment.
9. If the applicant chooses to receive an appointment reminder for a successful appointment, he/she has to provide a valid email address. A reminder will then be sent to his/her email address 3 working days before the appointment date. The applicant should ensure that there is no email blocking policy where emails generated by the e-Appointment System would be blocked or misplaced and that the email account has not reached the storage limit.

10. An applicant who is late for the appointment by 15 minutes or more will be regarded as "absent". The applicant has to make another on-line appointment for another day, unless there are remaining quotas for walk-in users on the same day.
11. Applicants who have repeated records of being absent from scheduled appointments may be restricted from making further on-line bookings for a certain period of time.
12. The Apostille Service Office of the High Court Registry reserves the right to revise the arrangements as set out above and to take proper measures, without further notice, to prevent, stop or otherwise remedy any abusive use of the system.

Personal Information Collection Statement

1. The personal information provided will only be used for the processing of the appointment application in e-Appointment System and other related purposes. If the applicant does not provide sufficient information, it will not be possible to process the booking.
2. Personal data in the booking will not be disclosed or transferred to other parties unless relevant and necessary for the purposes as stated in note 1 of this Statement.
3. According to the Personal Data (Privacy) Ordinance (Cap. 486) ("PD(P)O"), applicant for e-appointment has the right to request access to and correction of personal data provided in the appointment booking. The Judiciary Administration has designated Senior Judiciary Executive (Complaints), Access to Information Officer to handle requests for access to or correction of personal data under the PD(P)O. The contact address is High Court Building, 38 Queensway, Hong Kong.

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