Notes on Submission of Claim Form to the Labour Relations Division of the Labour Department

- Should you wish to file an employment claim, please submit the original copy of the duly completed and signed claim form in person to the branch office of the Labour Relations Division (LRD) of the Labour Department (LD) according to the workplace / last workplace of the employee to complete the procedures of filing claim. LRD only accepts a signed original copy of claim form. The address of LRD branch offices is available at the following webpage: www.labour.gov.hk/eng/tele/LD565.pdf.

- "iAM Smart+" registrants, by adopting the digital signing function, can online submit LRD Electronic -Claim (E-claim) Form (https://eservice.lr.labour.gov.hk/web/login?lang=en) of the LD.

- To submit the claim form in person, please bring along your identification document, and documents in relation to your claim, such as employment contract, wage records, termination of employment notice, etc. LRD staff will check the claim form with you.

- You are required to provide the correct name(s) and address(es) of the defendant(s) in the claim form. If necessary, you may approach the Business Registration Office of the Inland Revenue Department (if the defendant is a sole proprietorship or a partnership business) (www.gov.hk/en/apps/irdbrnenquiry.htm) and/ or the Companies Registry (if the defendant is a limited company) (www.e-services.cr.gov.hk) for enquiry.

- Please file your claim at LRD as early as possible. You may need to serve a specific written notice to the defendant(s) within the statutory time limits for individual claim item. For various statutory time limits concerning employment claim items, please refer to the following web page: www.labour.gov.hk/eng/public/pdf/lrd/statutory_time_limits_claims_eng.pdf.

- The date of filing claim refers to the date when the claimant has submitted the original copy of the duly completed and signed claim form to a branch office of LRD in person and completed relevant procedures of filing claim or the date he online submits the E-claim form digitally signed by "iAM Smart+". The same principle also applies to the submission of "Preliminary application of ex gratia payment from the Protection of Wages on Insolvency Fund".

- If you are unable to submit in person the claim form and/or relevant documents, nor online submit the electronic claim form digitally signed by "iAM Smart+", you may authorise a person to submit them to LRD on your behalf. The authorised person is required to provide a copy of your identification document and authorisation letter when submitting the claim form. The authorised person is also required to present the original copy of his/her identification document for record. If you need to serve a specific written notice to the defendant(s) for individual claim item, please note that the authorised person is not allowed to do it on your behalf.

- For enquiry on employment rights and benefits, please call the LD's 24-hour enquiry hotline at 2717 1771 (the hotline is handled by "1823"), refer to "A Concise Guide to the Employment Ordinance" (www.labour.gov.hk/eng/public/ConciseGuide.htm), send an email to enquiry@labour.gov.hk, or visit LRD's branch offices in person.