

Frequently Asked Questions for HKEX IAP

September 2026



Table of Contents

A. General	3
A.1 What is HKEX IAP and its purpose?	3
A.2 What functions does HKEX IAP cover?	3
A.3 Will HKEX IAP also cover other structured products and debt securities, such as listed debt securities and derivative warrants?	3
A.4 Who are the targeted users of HKEX IAP and how should they get started?	3
A.5 Will HKEX IAP replace ESS?	4
A.6 Will HKEX make any Rule amendments in light of the launch of HKEX IAP?	4
A.7 Are there any transitional arrangements after onboarding to HKEX IAP?	4
B. Registration	4
B.1 What are the timeline and procedures of HKEX IAP onboarding?	4
B.2 Can a listed issuer engage an external adviser to assist with the onboarding procedures?	5
B.3 Will the Exchange consider granting an extension if an issuer fails to complete the onboarding by the prescribed deadline?	5
B.4 As a listed issuer, what should I prepare for HKEX IAP registration?	5
B.5 As a new listing applicant, when should I prepare for HKEX IAP registration?	6
B.6 As a professional adviser, what should I prepare for HKEX IAP registration?	6
B.7 As a liquidator, when and what should I prepare for HKEX IAP registration?	6
B.8 When should a listed company and / or a professional adviser prepare the required onboarding documents (e.g., board resolutions and letter of acceptance)? Will the Exchange provide any templates?	6
B.9 Who will be eligible as the authorised signatory of the letter of acceptance and / or other supporting documents for HKEX IAP registration purpose?	7
B.10 Will the Exchange accept any alternative document if an issuer or an adviser is unable to provide a board resolution due to practical difficulties?	7
B.11 Should the name of the designated person be specified in the board resolution (or equivalent document)?	7
B.12 For existing issuers, what period does the information migrated to HKEX IAP cover?	8
C. Access Management	8
C.1 What are the roles and responsibilities of the Administrator, Submitter, and Approver on HKEX IAP?	8
C.2 Is there any limit on the number of Administrator, Submitter, and Approver for each issuer and adviser?	8
C.3 What should I prepare for additional Administrator account(s)?	9
C.4 Do I need to contact HKEX if a user leaves my company?	9

C.5 Who is eligible to act as the Authorised Representative on HKEX IAP?	9
C.6 What can I do if I forgot my user password or my account was locked?	9
D. Authenticator / Token.....	10
D.1 How does an electronic token work? Will it replace the existing physical token used for ESS? Can the HKEX IAP electronic token be used for ESS?	10
D.2 What should I do if my mobile device containing my HKEX IAP electronic token is lost or stolen?	10
E. Submission Related Matters.....	10
E.1 Does HKEX IAP support the display of characters in languages other than Chinese and English?	10
E.2 Can listed issuers and / or advisers modify the timetable automatically generated by HKEX IAP (e.g. rights issue, share consolidation / subdivision)?	11

A. General

A.1 What is HKEX IAP and its purpose?

HKEX IAP is a secure and web-based platform for listed issuers to make public filings, case submissions, and have two-way communication with HKEX. It will replace current email correspondence and e-Form submissions. It aims to promote listed issuers' self-compliance with embedded tools, and to capture and streamline issuers' corporate information and data for better market transparency and efficiency.

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A.2 What functions does HKEX IAP cover?

When launched, HKEX IAP will enable listed issuers and their designated users to:

- make case related submissions (such as issuer enquiries, waiver applications, pre-vetting documents, size tests, listing applications, trading arrangements, and trading halt / resumption requests), and receive and respond to HKEX's enquiries and comments;
- update their corporate events, positions and other information, including board/shareholders meetings, blackout periods, share capital movements, distribution of dividends, changes of board members and committees, senior management, company secretary, auditor, share registrar and its address, principal place of business and corporate website, etc.; and
- file all information required by the existing e-Forms. No separate e-Forms will need to be submitted by the issuers.

The Exchange may consider extending HKEX IAP to cover communications and submissions relating to Enforcement and IPO cases at a later stage.

First released: June 2025 (FAQ No. 2); last updated: September 2026

A.3 Will HKEX IAP also cover other structured products and debt securities, such as listed debt securities and derivative warrants?

No. HKEX IAP currently covers only listed equities and exchange traded products.

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A.4 Who are the targeted users of HKEX IAP and how should they get started?

Listed issuers' authorised representatives, relevant staff, professional advisers, financial printers, liquidators and any other market participants designated by the listed issuers are expected to use HKEX IAP.

Issuers and advisers are encouraged to try out the Trial Version, and refer to the User Guide and the Training Videos for how to use the HKEX IAP.

First released: June 2025 (FAQ No. 4)

A.5 Will HKEX IAP replace ESS?

No, but ESS will no longer support submission of e-Forms (see also FAQ A.2 above).

HKEX IAP will be the primary portal for listed issuers and their advisers for Rule compliance related matters, and is complementary with ESS. HKEX IAP will provide direct connection to ESS for publication of announcements and circulars (such as for notifiable and/or connected transactions).

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A.6 Will HKEX make any Rule amendments in light of the launch of HKEX IAP?

The launch of HKEX IAP is covered by the Exchange's authority to set up electronic submission channels under MB Rule 2.07(3A) / GEM Rule 2.21, and no major Rule amendments are necessary. That said, housekeeping Rule amendments will be made to streamline the listing application process through HKEX IAP, with effective from 25 October 2026. For details, please refer to the Amendments to Main Board Listing Rules ([update No. 152](#)) and Amendments to GEM Listing Rules ([update No. 86](#)) published on 30 March 2026.

Following the new rules come into effect, listed issuers which are yet to be onboarded to HKEX IAP must submit the revised Listing Application Forms for Main Board and GEM Issuers (Main Board Regulatory Forms C1 and C3 and GEM Regulatory Form B, where applicable) using the e-Submission System (ESS).

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A.7 Are there any transitional arrangements after onboarding to HKEX IAP?

No. Once onboarded, issuers must use HKEX IAP as the designated communication and submission channel for all regulatory matters within the prescribed scope of HKEX IAP.

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B. Registration

B.1 What are the timeline and procedures of HKEX IAP onboarding?

For issuers

Registration is scheduled to be rolled out in phases starting from October 2026, and each issuer will receive a notification letter 12 weeks prior to its registration window to make early preparations for onboarding.

For advisers

Registration has commenced for advisers. They may visit <https://iap.hkex.com.hk/ip/registration> at any time to apply for account registration.

For detailed procedures, please refer to Episodes 18 - 20 of our tutorial videos in our [IAP Education Centre](#).

First released: June 2026 (FAQ No. 10)

B.2 Can a listed issuer engage an external adviser to assist with the onboarding procedures?

No.

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B.3 Will the Exchange consider granting an extension if an issuer fails to complete the onboarding by the prescribed deadline?

The Exchange expects issuers to complete onboarding within the prescribed timeframe. To support the effective implementation of HKEX IAP and avoid delaying the enhancements to the centralised portal for displaying issuers' information, extensions will only be granted in exceptional circumstances. Any extension granted will be for the shortest period reasonably practicable.

For example, where an issuer becomes a subject to a privatisation proposal after receiving the onboarding notification letter, the Exchange will normally agree to defer its onboarding upon the issuer's application.

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B.4 As a listed issuer, what should I prepare for HKEX IAP registration?

Listed issuers are advised to complete the following tasks no later than one week prior to the commencement of their onboarding phase:

1. Assign HKEX IAP user roles to at least three representatives, including one Administrator, one Submitter, and one Approver.
2. Approve and execute the following documents:
 - board resolution (or equivalent document) signed with wet ink authorising (a) HKEX IAP account registration; (b) acceptance by your entity of the T&Cs of HKEX IAP; and (c) a dedicated person (e.g., a director) to apply for HKEX IAP registration and sign the letter of acceptance of the T&Cs of HKEX IAP; and
 - the letter of acceptance to the T&Cs of HKEX IAP signed with wet ink.
3. Compile corporate and corporate personnel information (for equity issuers) and / or corporate, scheme, product, and stock information (for exchange traded product issuers) for verification of information pre-populated on HKEX IAP and update it where necessary.

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B.5 As a new listing applicant, when should I prepare for HKEX IAP registration?

New listing applicants are required to complete its onboarding no later than two business days before its listing. Details of the registration information will be included in its post-hearing letter.

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B.6 As a professional adviser, what should I prepare for HKEX IAP registration?

Advisers should complete the following tasks before onboarding:

1. Assign HKEX IAP user roles to at least one representative as the Administrator.
2. Approve and execute the following documents:
 - board resolution (or equivalent document) signed with wet ink authorising (a) HKEX IAP account registration; (b) acceptance by your entity of the T&Cs of HKEX IAP; and (c) a dedicated person to apply for HKEX IAP registration and sign the letter of acceptance of the T&Cs of HKEX IAP; and
 - the letter of acceptance to the T&Cs of HKEX IAP signed with wet ink.

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B.7 As a liquidator, when and what should I prepare for HKEX IAP registration?

Liquidators should send a request to hkexiap@hkex.com.hk as soon as practicable after their appointment over the relevant issuer, and provide the following:

1. a copy of the court order appointing the liquidator(s) over the relevant issuer; and
2. the details of a liquidator named in the court order who will act as the Administrator, including:
 - salutation (Mr. / Ms. / Mrs.)
 - first name and last name (in English)
 - first name and last name (in Chinese)
 - email address
 - mobile number (with country code)
 - user name

Liquidators should also install Microsoft Authenticator on their mobile device for identity authentication.

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B.8 When should a listed company and / or a professional adviser prepare the required onboarding documents (e.g., board resolutions and letter of acceptance)? Will the Exchange provide any templates?

We recommend completing preparation of the onboarding documents no later than one week

prior to the commencement of your onboarding process.

A template of letter of acceptance can be found [here](#).

No standard template is prescribed for board resolutions. Issuers and advisers should determine the form and content of the board resolution having regard to their own governance structure.

If in doubt, please contact our onboarding helpdesk via 2840-2345 or hkexiap@hkex.com.hk.

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B.9 Who will be eligible as the authorised signatory of the letter of acceptance and / or other supporting documents for HKEX IAP registration purpose?

There are no specific requirements on who may act as the authorised signatory. Issuers and advisers should determine the appropriate authorised signatory having regard to their own circumstances and governance structure. The authorised signatory should be properly authorised and supported by a board resolution and / or other relevant authorisation documents.

For the avoidance of doubt, a person should not authorise himself / herself as the authorised person unless supporting document is provided to show that he / she is the sole director / partner of the company / firm.

If in doubt, please contact our onboarding helpdesk via 2840-2345 or hkexiap@hkex.com.hk.

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B.10 Will the Exchange accept any alternative document if an issuer or an adviser is unable to provide a board resolution due to practical difficulties?

In such case, the Exchange may accept an equivalent authorisation document, provided that it clearly evidences its authorisation of the HKEX IAP registration and the authority of the relevant person(s) to act on behalf of the issuer or the adviser.

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B.11 Should the name of the designated person be specified in the board resolution (or equivalent document)?

The board resolution (or equivalent document) should specify designated person(s) either by name, or by grade / position.

If the authorisation is made by grade or position, supporting document(s) should be provided to show that the relevant person(s) hold(s) the relevant grade or position.

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B.12 For existing issuers, what period does the information migrated to HKEX IAP cover?

The Exchange will migrate existing issuers' corporate and personnel information, share capital information and corporate event details to HKEX IAP, based on information published and regulatory filings submitted by the issuers (e.g. FF004 – Personal Details Form). Each issuer will be able to view its corporate and personnel information in the three full calendar years preceding onboarding, together with the period up to the onboarding date.

For example, if an issuer's onboarding is scheduled in October 2026, relevant information from 1 January 2023 to the onboarding date in October 2026 will be migrated.

Issuer should review the pre-populated information and update it as necessary during the onboarding period.

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C. Access Management

C.1 What are the roles and responsibilities of the Administrator, Submitter, and Approver on HKEX IAP?

Administrator

Administrator is a person authorised under a board resolution (or equivalent document) to register the HKEX IAP account, set up the organisation's profile, manage user access and handle adviser delegation.

Submitter

Submitter is an Authorised Representative or Issuer / Adviser Representative who is authorised to make submissions to HKEX, and to check, update and complete the company profile as necessary.

Approver

Approver is a person authorised to review company profile update prepared by the Submitter and to submit profile setup request to HKEX during the onboarding period. Depending on the approval settings and the type of organisation, this may be an Authorised Representative or an Issuer / Adviser Representative.

Following the onboarding period, an Approver will have the authority to approve the publication of announcement forms generated from HKEX IAP.

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C.2 Is there any limit on the number of Administrator, Submitter, and Approver for each issuer and adviser?

No. HKEX IAP is designed to facilitate checks and balances through segregation of user roles. Issuers and advisers may assign user roles based on their operational needs and internal controls.

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C.3 What should I prepare for additional Administrator account(s)?

If additional Administrator account(s) is(are) required, the Company should:

- create new user account for the dedicated person on HKEX IAP; and
- send a scanned copy of board resolution (or equivalent document) authorising the designated person(s) as Administrator(s) to hkexiap@hkex.com.hk for approval.

No separate board resolution is required if the designated person(s) has / have been included in the board resolution (or equivalent document) previously submitted.

For other user accounts, issuers and advisers may create new users account(s) on HKEX IAP based on their own needs.

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C.4 Do I need to contact HKEX if a user leaves my company?

Yes, you will need to contact IAP helpdesk if there is a change of Administrator (including the addition or removal of an Administrator, or a change of role from / to Administrator). Your Administrator should submit the relevant request on HKEX IAP and send a scanned copy of the board resolution (or equivalent document) authorising the change of Administrator to hkexiap@hkex.com.hk for approval.

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C.5 Who is eligible to act as the Authorised Representative on HKEX IAP?

The Authorised Representative of HKEX IAP should be the same persons of the Company's authorised representative appointed under MB Rule 3.05 / GEM Rule 5.24.

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C.6 What can I do if I forgot my user password or my account was locked?

You can use the "Forgot Password" function on the HKEX IAP login page. Follow the instructions and HKEX IAP will send an email to your registered email address for resetting password.

If you have entered an incorrect User Password and / or One-time Passcode for 6 consecutive times, your user account will be locked. You should contact your Administrator to unlock your user account.

If you are the sole Administrator of your organisation and your user account has been locked, you should send a request to hkexiap@hkex.com.hk from your registered email address, specifying your user ID, user name, company name and the request to unlock your user account.

For instructions on how to unlock user account, please refer to "View user permission page" under section 2.2.2.1 "Issuer user management" of the [User Guide](#).

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D. Authenticator / Token

D.1 How does an electronic token work? Will it replace the existing physical token used for ESS? Can the HKEX IAP electronic token be used for ESS?

The HKEX IAP electronic token is set up through Microsoft Authenticator and is used to generate one-time passwords for identity authentication. Users will need to input the one-time password when registering company and user accounts and when accessing or using HKEX IAP functions going forward.

No. The HKEX IAP electronic token will not replace the existing physical token used for ESS. However, once logged in to HKEX IAP, users can access ESS directly without a separate login.

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D.2 What should I do if my mobile device containing my HKEX IAP electronic token is lost or stolen?

You should immediately notify your Administrator and request the Administrator to revoke your electronic token to prevent unauthorised access to your HKEX IAP account.

If you are the sole Administrator of your organisation, you should send a request to hkexiap@hkex.com.hk from your registered email address, specifying your user ID, user name, company name and the request to revoke your electronic token.

Once revoked, the electronic token can no longer be used. To regain access to HKEX IAP, you must reactivate your user account and register an electronic token on your new or recovered mobile device.

For instruction on how an Administrator may revoke an electronic token, please refer to “View user permission page” under section 2.2.2.1 “Issuer user management” of the [User Guide](#).

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E. Submission Related Matters

E.1 Does HKEX IAP support the display of characters in languages other than Chinese and English?

Yes. HKEX IAP supports the display of characters in languages other than Chinese and English. However, issuers and advisers remain responsible for the accuracy and completeness of the output generated through HKEX IAP and their compliance with all applicable laws, rules and regulations, including but not limited to MB Rule 2.07C / GEM Rule 16.03 before submission and / or publication.

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E.2 Can listed issuers and / or advisers modify the timetable automatically generated by HKEX IAP (e.g. rights issue, share consolidation / subdivision)?

Yes, issuers and / or advisers may modify, add and / or remove items to cater for each specific case. For avoidance of doubt, the timetable information generated by HKEX IAP is based on the “Guide on Trading Arrangements for Selected Types of Corporate Actions” with reference to the expected publication date of announcement. Directors of an issuer are ultimately responsible for ensuring the submitted timetable complies with all applicable laws, rules, and regulations.

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