

Malta Business Registry

WHO WE ARE

The Malta Business Registry established under Subsidiary Legislation 595.27, is responsible for the registration of new commercial partnerships and legal entities, the registration of documents related to commercial partnership, the issuing of certified documentation including certificates of good standing amongst others, the reservation of company names, the collection of registration and other fees, the publication of notices and the imposition and collection of penalties. The Registry also conducts investigations of companies and the keeping of the company and partnership register. It is also responsible of the Beneficial Owners' Register, the Insolvency Register and the registration of Foundations and Associations.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following links: <https://mbr.mt/> and <https://register.mbr.mt/>

WHAT TO EXPECT WHEN YOU CONTACT US

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 15 - 20 minutes under normal circumstances.

CLIENT RESPONSABILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: info.mbr@mbr.mt
- o Through servizz.gov by calling on 153, online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 3-10 working days

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 7 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

HOW TO CONTACT US

- o Malta Business Registry, Labour Avenue, Zejtun ZTN 2401, Malta
- o Monday to Thursday: 09:00-12:00 & 13:00-14:30 Friday, Weekends, & Public Holidays: Closed
- o <https://mbr.mt/> and <https://register.mbr.mt/>
- o Contact us: info.mbr@mbr.mt - +356 2258 2300
- o Through Social Media:

